

**SPEIRS GUMLEY PROPERTY MANAGEMENT
COMMERCIAL MANAGEMENT**

COMPLAINTS PROCEDURE

Speirs Gumley is committed to providing a high level of customer service to our clients. However, when a complaint is received we aim to ensure that:

- Any complaint is treated seriously.
- Complaints will be dealt with promptly and in confidence.
- Complaints will be treated impartially.

If you wish to register a complaint you have to do so in writing to:-

Customer Services
Speirs Gumley Property Management
194 Bath Street
Glasgow G2 4LE

Email: customerservices@speirsgumley.com

It would be helpful if your complaint can be as detailed as possible. We will reply within 7 working days confirming a timescale for resolution. We will investigate your complaint and endeavour to resolve it within 28 days.

If you are dissatisfied with the response, you have the right to escalate your complaint to:

Iain Friel
Managing Director
Speirs Gumley Property Management
194 Bath Street
Glasgow G2 4LE

Email: management@speirsgumley.com

Speirs Gumley Property Management

Registered in Scotland: Company Number SC078921

Registered Office: 194 Bath Street, Glasgow G2 4LE

Speirs Gumley Property Management is authorised and regulated by the Financial Conduct Authority

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Glasgow Office 194 Bath Street, Glasgow G2 4LE **E** glasgow@speirsgumley.com **T** 0141 332 9225 **F** 0141 332 7899

Edinburgh Office Unit 1B, Q Court, 3 Quality Street, Edinburgh EH4 5BP **E** edinburgh@speirsgumley.com **T** 0131 221 2266 **F** 0141 332 7899