

COMPLAINTS HANDLING PROCEDURE

Redpath Bruce is committed to providing a high standard of customer service as outlined in our Written Statement of Services. However, occasionally our standards may fall beneath the level of service you should expect and for this purpose we have set out our complaints handling procedure below.

We aim to ensure that:

- * All complaints are treated seriously, professionally and impartially
- * Complaints are dealt with timeously
- * Complaints are treated fairly and competently

In the first instance your complaint should be made to the Property Manager for your property with whom you were dealing. Should you fail to obtain satisfaction you should register your complaint in writing to our:

Customer Services Team
Redpath Bruce Property Management Ltd
Crown House
152 West Regent Street
Glasgow
G2 2RQ
E-mail: mail@redpathbruce.co.uk

Your complaint should provide us with as much detail as possible confirming who or what your complaint is regarding, why you feel our service has been unsatisfactory and the resolution you are seeking.

Your complaint will be acknowledged within 5 working days and following investigation we will endeavour to offer a full response within 14 days. If we anticipate that it will take more than 14 days to fully investigate your complaint, we will advise you when you should expect to receive a response.

Should you remain dissatisfied you should write to the Customer Services Team, within 28 days, advising the reasons why and confirming that you wish to escalate your complaint.

Thereafter a member of our Senior Team will conduct a separate review of your complaint and contact you within 14 days to inform you of the conclusions of this review.

If at this stage your complaint is not resolved and it is considered that a breach of the Property Factors (Code of Conduct) (Scotland) Order 2012 has occurred, then an application may be made to:

The First-tier Tribunal for Scotland Housing and Property Chamber, 4th Floor, 1 Atlantic Quay, 45 Robertson Street, Glasgow, G2 8JB Tel: 0141 302 5900
E-mail: HPCAdmin@scotcourtribunals.gov.uk Website Contact: www.housingandpropertychamber.scot