



NOT HAPPY WITH OUR SERVICE

Grant & Wilson Property Management aim to provide our customers with a reliable and efficient service at all times, however sometimes things can go wrong.

When this happens we would like to know, in order that we can put things right. Building strong and lasting relationships with our customers is important to us and we take the service we provide to you very seriously and will endeavour to deal with your complaint promptly.

To ensure that we have all the facts necessary to investigate your complaint, we have a step by step procedure for you to follow. Following this procedure will enable us to respond to your complaint effectively and correctly.

When a problem arises in the first instance we ask that you give the employee concerned the opportunity to discuss your complaint or dissatisfaction informally. If you feel that your complaint is not being resolved then we ask you to proceed with the following steps.

STEP 1

HOW TO MAKE A COMPLAINT

Your complaint can be made in writing to:

Grant & Wilson Property Management Limited
Customer Service Department
65 Greendyke Street
Glasgow
G1 5PX

Or by e-mail to info@grantandwilson.co.uk

Please include:

Your *full* name

Your client account number

Your *full* address

Your daytime telephone number or mobile

Full details of your complaint, including the name of the employee you have been dealing with.

STEP 2

HOW WE WILL RESPOND TO YOUR COMPLAINT

Once we have received your complaint, we will record your details within your client file and acknowledge receipt of your letter within 3 working days by your preferred method of contact.

The Customer Service Department will pass your complaint to the appropriate Departmental Manager, where a full investigation will commence. This investigation may include third party referral.

You will receive a written reply within 21 working days.

Our response will provide where appropriate, additional information, details of our investigation and our details of our course of action to resolve.

STEP 3

IF YOU REMAIN UNHAPPY

In the unlikely event that you remain dissatisfied with the response you have received. You can write to:

Mrs Amanda Gilmour
General Manager
65 Greendyke Street
GLASGOW
G1 5PX

If you are dissatisfied with the 'final response' received or require independent advice we would suggest that you contact the:

Property Managers Association Scotland Limited (PMAS)
302 St Vincent Street
Glasgow
G2 5RZ
Telephone: 0141 248 3434
Fax: 0141 221 1226

The Property Managers Association Scotland Limited only consider your complaint once you have tried to resolve it with us. PMAS will if matters are escalated review both parties submissions and make recommendations based upon these together with the Deeds of Condition and conditions of Management.

IMPORTANT NOTES

We strongly advise not to withhold payment for our services. Non –payment of your accounts will be subject to interest and late payment charges and may result in a Notice of Potential Liability being placed on your property.

If you are a tenant renting accommodation you need to refer your complaint to your landlord.