



Grant & Wilson
PROPERTY MANAGEMENT LIMITED

Complaints Procedure

GLASGOW

65 Greendyke Street
GLASGOW
G1 5PX
Tel: 0141 552 2230
Fax: 0141 552 2646

EDINBURGH

5 Coalhill The Shore
Leith
EDINBURGH
EH6 6RH
Tel: 0131 555 3100
Fax: 0131 555 3121

INVERNESS

In Business Centre
Stadium Business Park
Longman Drive
INVERNESS
IV1 1SU
Tel: 01463 259246
Fax: 01463 259240

E-MAIL: customerservice@grantandwilson.co.uk

Factors Registration Number: PF000300

Complaints Resolutions

G&W aim to provide our Owners 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 Owners is important to us and we take the service we provide to you very seriously and will endeavour to deal with your complaint promptly.

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

Your complaint can be made in writing to: Grant & Wilson Property Management Limited Customer Service Department 65 Greendyke Street Glasgow G1 5PX by e-mail to: customerservice@grantandwilson.co.uk

STEP 2

Once we have received your complaint, we will endeavour to acknowledge receipt of your communication within 5 working days by your preferred method of communication and request that our complaints form is completed and returned to the Customer Service Department.

- The Customer Service Department will then fully investigate your complaint raised.
- You will receive a written reply within 21 working days.
- Our response will provide where appropriate, additional information, details of our investigation and a course of action to resolve.

STEP 3

In the unlikely event that you remain dissatisfied with the response you have received. You can write to: Grant & Wilson Property Management Limited Associate Director 65 Greendyke Street GLASGOW G1 5PX. Who will endeavour to respond within 10 working days.

STEP 4

- If you are dissatisfied with this response received from the Associate Director, you can then place your complaint in writing to:

Grant & Wilson Property Management Limited
The Company Director
65 Greendyke Street
GLASGOW
G1 5PX

STEP 5

- If you remain dissatisfied with this 'final response' and you require independent advice we would suggest that you contact: Homeowner Housing Panel (HOHP). An application to the Panel must be in writing and an application form can be downloaded from their website **Homeowner Housing Panel (Applications and Determinations)(Scotland) Regulations 2012.**

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 that is managed by Grant & Wilson and we are not your Letting Agent, you need to refer your complaint to your Landlord or Letting Agent.