

Walker Sandford Property Management Ltd

St George's Buildings, 5 St Vincent Place, Glasgow, G1 2DH

Tel: 0141 221 2263 · Email: info@walkersandford.co.uk

Property Factor Registration Number: PF000164

Complaints Procedure

Revision: 2.0 — 2 July 2026. This procedure replaces all earlier versions and should be read together with Section 9 of our Written Statement of Services.

Walker Sandford Property Management Ltd (“WSPM”) aims to provide a high-quality service and to resolve problems quickly. If something has gone wrong, or our service has not met the standards set out in our Written Statement of Services or the Code of Conduct for Property Factors (2021), please tell us — we would always rather have the chance to put things right.

This procedure is applied consistently and reasonably, and making a complaint costs you nothing. It has two stages.

How to make a complaint

Please lodge your complaint in writing:

- **By email:** info@walkersandford.co.uk
- **By post:** St George's Buildings, 5 St Vincent Place, Glasgow, G1 2DH

To help us investigate quickly, please include: your name, property address and client account reference; what has gone wrong and when; any relevant documents or photographs; and what you would like us to do to put it right. If you need this procedure in another format, or need help putting your complaint in writing, please call us on 0141 221 2263 and we will assist.

Stage 1 — Investigation and response

- We will acknowledge your complaint within **7 working days** of receipt.
- We aim to provide a full written response within **21 working days**.
- If we anticipate needing longer to investigate, we will tell you in writing and advise when you should expect a response.

Stage 2 — Escalation and senior review

- If you are dissatisfied with our Stage 1 response, contact us again via the channels above within **21 working days** of receiving it, explaining why you remain dissatisfied and asking for your complaint to be escalated.
- Your escalation will be reviewed by a **senior member of our team**, who will conduct a separate review, independent of the Stage 1 handling.
- We will acknowledge your Stage 2 complaint within **7 working days** and aim to provide a full written response within **21 working days**. If more time is required, we will advise you in writing.

If you remain dissatisfied — the First-tier Tribunal

If we have confirmed our final position and you believe a breach of the Property Factors (Scotland) Act 2011 or the Code of Conduct for Property Factors has occurred, you may apply to the Housing and Property Chamber, First-tier Tribunal for Scotland:

- **Address:** 4th Floor, 1 Atlantic Quay, 45 Robertson Street, Glasgow, G2 8JB
- **Website:** <https://www.housingandpropertychamber.scot/>
- **Email:** HPCAdmin@scotcourtribunals.gov.uk
- **Telephone:** 0141 302 5900

Complaints about a contractor

Complaints about the work or conduct of a contractor we have instructed should be notified to us in writing via the channels above. We will acknowledge your complaint within 10 working days of receipt and pass it to the contractor to respond, keeping you updated on timeframes and correspondence. Please provide as much information as possible (for example photographs) so we can highlight any shortfall to the contractor.

The contractor will be given the opportunity to correct the problem. If it is not resolved to a reasonable standard, we may instruct an alternative contractor and recover the cost from, or withhold payment to, the original contractor.

The Code of Conduct for Property Factors (2021) is available at <https://www.gov.scot/publications/code-of-conduct-for-property-factors-2021/> — a copy of the Code, or of our Written Statement of Services, is available from us on request.