

## **Complaints Procedure**

Should you have a complaint with regards the level of service we provide, you should initially submit this in writing to the head of the department concerned, either by sending a letter to our registered offices, St George's Buildings , 5 St Vincent Place, Glasgow, G1 2DH, or the individual department heads can be contacted by their direct email addresses :

### **Customer Services/Property Management**

Mr Douglas Brown, charliebrown@walkersandford.co.uk

### **Maintenance**

Mr Stuart Clements, Stuartc@walkersandford.co.uk

### **Contractor Accounts**

Ms Kasia Bereznicka, kasiab@walkersandford.co.uk

### **Surveying**

Mr James Turner. jturner@walkersandford.co.uk

Emails can also be directed to our office address of info@walkersandford.co.uk and this will be passed on to the appropriate person.

If you are not satisfied with the response you receive, you should submit full details of your complaint in writing to our Complaints Manager, Mr Paul McGonagle, St George's Buildings, 5 St Vincent Place, Glasgow, G1 2DH. or by email at pmcgonagle@walkersandford.co.uk.

If you have followed these procedures and remain dissatisfied your complaint can be escalated to the attention of our Managing Director, Mr Paul Walker. Mr Walker takes a personal interest to ensure that our clients are being treated fairly and properly.

On the 1st of October 2012 the new Property Factors (Scotland) Act 2011. After the implication of this act, should any client feel that despite having followed the outlined company complaints and resolution procedure, they have not received a satisfactory outcome they will be able to make application to the Homeowner Housing Panel. The make up of this panel and the specific application process have yet to be finalised. Details of this process will be published once they have been finalised by the executive.

Once established homeowners can ask the Panel to determine whether a property factor has failed to carry out a property factor's duties or to determine whether a property factor has failed to comply with the code of conduct as outlined in the Act. Where the Panel considers it appropriate, they can even provide a Property factor

enforcement order which would require the property factor concerned to execute such action/payment as they consider necessary.