

City Property (Glasgow) LLP
Complaint Handling Procedure



We are sorry that you are unhappy with our service and regret that you have to make a complaint. Please complete and return this form via email to info@citypropertyglasgow.co.uk or by post to: **City Property (Glasgow) LLP, Exchange House, 229 George Street, Glasgow, G1 1QU** and we will endeavour to resolve this issue as quickly as possible.

Case Number:	Do you require a response?: Yes/No
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Customer Details

Name:

Address:

Contact Number:	Email:
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Complaint Details

Date of incident:

Full details of complaint:

Declaration

Declaration:
I declare that the information I have provided is correct and accurately noted.

Signed:	Date:
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OTHER INFORMATION ABOUT YOU

City Property (Glasgow) LLP is an equal opportunities organisation and all users of our services will receive equal treatment irrespective of their race, colour, nationality or ethnic national origin, religion, sex, sexuality, actual or perceived AIDS/HIV status or perceived association with an HIV positive person, marital status, age, social background or disability.

In order to help City Property to ensure that the equal opportunity policy is being carried out, would you please provide the information requested below.

The information will be kept in strictest confidence and used for statistical purposes only.

Please tick the appropriate boxes to indicate your sex and age.

Female

Male

Age: under 17

18-24

25-34

35-44

Prefer not to say

45-54

55-64

65-74

over 75

Prefer not to say

Please show your ethnic origin by ticking one of the boxes below.

White

Scottish

Other British

Irish

Any other White background, please write in:

Mixed

Any Mixed background, please write in:

Asian, Asian Scottish or Asian British

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background, please write in:

Black, Black Scottish or Black British

Caribbean

African

Any other Black background, please write in:

Other ethnic background

Any Other background, please write in:

Prefer not to say

Are you a disabled person?

YES

NO

Prefer not to say