



# **City Property (Glasgow) LLP Complaints Handling Procedure Customer Guide**



City Property (Glasgow) LLP are committed to providing a high-quality customer service. We value complaints and use this information to help improve our services.

If something goes wrong, or if you are dissatisfied with our services, please tell us. This document describes our complaints procedure and how to make a complaint.

It also tells you about our service standards and what you can expect from us.

### **What is a complaint?**

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

### **What can I complain about?**

- delays in responding to your enquiries and requests
- failure to provide a suitable standard of service
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

### **What is NOT a complaint?**

- a routine first-time request for a service; please email [info@citypropertyglasgow.co.uk](mailto:info@citypropertyglasgow.co.uk)
- a property management enquiry or request (eg rent reviews or lease renewals); please email [Citypropertyenquiries@ryden.co.uk](mailto:Citypropertyenquiries@ryden.co.uk)
- land or property ownership enquiry; please call DRS on 0141 287 8555
- marketing enquiry; please email [Marketing@citypropertyglasgow.co.uk](mailto:Marketing@citypropertyglasgow.co.uk)
- Freedom of Information request; please email [Anne.Gilmour@citypropertyglasgow.co.uk](mailto:Anne.Gilmour@citypropertyglasgow.co.uk)
- allegations of fraud (whistle blowing); please email [Vivienne.Welsh@citypropertyglasgow.co.uk](mailto:Vivienne.Welsh@citypropertyglasgow.co.uk)
- retail and farmers' markets enquiries; please email [info@citymarketsglasgow.co.uk](mailto:info@citymarketsglasgow.co.uk)

### **Who can complain?**

Anyone can make a complaint, including the representative of someone who is dissatisfied with our service. Please refer to the section on 'Getting help to make your complaint'.

### **How do I complain?**

You can complain in person, by phone, in writing or by completing our online complaints form and emailing to : [info@citypropertyglasgow.co.uk](mailto:info@citypropertyglasgow.co.uk)

City Property (Glasgow) LLP  
Exchange House  
229 George Street  
Glasgow  
G1 1QU  
Phone: 0141 287 6161

To help us resolve complaints efficiently, please include;

- your full name and address
- as much information as possible about the complaint
- what has gone wrong
- how you want us to resolve the matter.



You must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

### **What happens when I have complained?**

We will inform you who is dealing with your complaint and our procedure has two stages:

#### ***Stage one - frontline resolution***

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

We will give you our decision at stage one, in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to stage two. You may choose to do this immediately or sometime after you get our initial decision.

#### ***Stage two - Investigation***

Stage two deals with two types of complaint: those that have not been resolved at Stage One and those that are complex and require a detailed investigation.

When using stage two we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint within 20 working days
- If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

### **What if I'm still dissatisfied?**

If you are still dissatisfied after we have fully investigated your complaint you can refer to the Scottish Public Services Ombudsman (SPSO).

The SPSO **cannot** normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been, or is being, considered in court.



You can contact the SPSO:

**In Person**

SPSO  
4 Melville Street  
Edinburgh  
EH3 7NS

**By Post**

SPSO  
Freepost EH641  
Edinburgh  
EH 0BR

Online: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

Mobile: [m.spsso.org.uk](http://m.spsso.org.uk)

**Getting help to make your complaint**

We understand that you may be unable, or reluctant, to make a complaint yourself. We can accept complaints from the representative of a person who is dissatisfied with our service; such as a friend, relative or an advocate, providing you have given them your consent to act on your behalf.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance:

Phone 0131 260 5380

Fax 0131 260 5381

Website [www.siaa.org.uk](http://www.siaa.org.uk)

There is a **complaint mandate form** available online that you need to complete should you decide to appoint someone to act on your behalf.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services.

If you have trouble putting your complaint in writing, or want this information in another format such as large font, or Braille, please contact us on **0141 287 6161**, Email us at [info@citypropertyglasgow.co.uk](mailto:info@citypropertyglasgow.co.uk)