

City Property (Glasgow) LLP
Complaint Handling Procedure



Customer Mandate Form

We are sorry that you are unhappy with our service and regret that you have to make a complaint. We have been contacted by someone on your behalf and require your permission to investigate this matter. Please complete and return this mandate form to: **City Property (Glasgow) LLP, Exchange House, 229 George Street, Glasgow, G1 1QU** and we will endeavour to resolve the issue as quickly as possible.

1. Your Personal Details – We may make additional checks to verify your identity.

Name:

Present Address:

| | |
|---------------|----------------|
| Phone number: | Date of Birth: |
|---------------|----------------|

Email:

Length of time at this address:

If less than two years, please provide previous address:

2. The person who has complained for you.

Name:

Address:

| | |
|---------------|--------|
| Phone number: | Email: |
|---------------|--------|

Please provide brief details of your complaint. If you have already been issued with a complaint reference number from us, please provide this.

3. Declaration – To be completed by the person wanting to complain

Declaration:
I declare that the information I have provided is correct and I authorise the above named person to act on my behalf in this matter

| | |
|---------|-------|
| Signed: | Date: |
|---------|-------|

Declaration - To be completed by the person nominated to act for the person wanting to complain

Declaration:
I declare that the information I have provided is correct and that I agree to act on behalf of the above named person in this matter

| | |
|---------|-------|
| Signed: | Date: |
|---------|-------|