

## Donald Ross Residential Complaints Procedure

1. Any complaints must be raised (in writing) to a **Trusted Advisor or Property Manager** in the first instance. If you have discussed an issue orally, we request this is put in writing and submitted to our office. Email communication is acceptable. A reply will be forthcoming within 3 days.



2. If the complaint has not been satisfactorily resolved, it can be escalated to the **appropriate Head of Department** who will work to resolve the complaint within a period of 5 days.



3. If this proves unsuccessful in offering resolution or you are unhappy with the handling of the complaint, a written communication can be sent to a Director - Paul McKee at the following addresses:

**1 Beresford Terrace**

**Ayr**

**KA7 2ER**

**106 John Finnie Street**

**Kilmarnock**

**KA1 1BB**

A response will be forthcoming within 7 days to allow full review of the complaint. If you would prefer email communication, Mr McKee can be reached via:  
paul@donaldross.co.uk



4. If the complaint remains unresolved, it can be raised at The First-tier Tribunal for Scotland (Housing and Property Chamber):

4th Floor, 1 Atlantic Quay

45 Robertson Street

Glasgow, G2 8JB

<https://www.housingandpropertychamber.scot/>