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 verbally, we request this is put in writing. Email communication is acceptable. A reply will be forthcoming within 3 working 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 working 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 at the following addresses:

   **SALES**
   Fraser Stewart
   Donald Ross Residential
   1 Beresford Terrace
   Ayr KA7 2ER
   fraser@donaldross.co.uk

   **LETTINGS**
   Jacqueline Miller
   Donald Ross Residential
   1 Beresford Terrace
   Ayr KA7 2ER
   jacqueline@donaldross.co.uk

   A response will be forthcoming within 7 working days to allow full review of the complaint.

4. If the complaint remains unresolved, it can be raised at:

   The Property Ombudsman Scotland
   Milford House,
   43 - 55 Milford Street,
   Salisbury, Wiltshire, SP1 2BP
   [https://www.tpos.co.uk/](https://www.tpos.co.uk/)