

## 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/>