

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 / LETTINGS

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

FACTORING

Paul McKee
Donald Ross Residential
106 John Finnie Street
Kilmarnock
KA1 1BB
paul@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/>

The First-tier Tribunal for Scotland
(Housing and Property Chamber):

4th Floor, 1 Atlantic Quay
45 Robertson Street, Glasgow G2 8JB
www.housingandpropertychamber.scot/