



Complaints Procedure

Step 1

Should there be cause for complaint please note that all complaints must be made in writing to:

Robert Ross, R & R Lets Scotland Ltd, 116 Elderslie Street, Glasgow, G3 7AW or alternatively

Russell Fleming, R & R Lets Scotland Ltd, 116 Elderslie Street, Glasgow, G3 7AW

Please confirm the following:

Date(s) & Time(s) of issue/complaint/incident

Person that you are raising a complaint against

Details of issue/complaint/incident

Once we receive your communication, we will acknowledge receipt of same within 3 days then aim to respond to you in writing within a time frame of 15 days.

Step 2

Should you not be happy with our response or final comment we would recommend that you contact.

Please note that should you be raising a complaint to the property ombudsman this must be done in writing within 6 months of the incident/complaint date.

“The Property Ombudsman”

Web address www.tpos.co.uk

tel. 01722 333306

address. Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Ross Sales & Lettings

116 Elderslie Street

G3 7AW

t. 0141 370 7050