

## COMPLAINT HANDLING PROCEDURE

Galbraith is committed to providing the highest standards of service to all our clients. However, occasionally, things can go wrong and if that happens, we would like to put things right.

In the first instance you should approach your main Galbraith contact or Head of the relevant Business Stream. If you are not satisfied with their response, you can submit a formal complaint against the Firm or the person you are dealing with. If you are a landlord or tenant, you can also submit a complaint about the service of a contractor or third party we have instructed to provide goods or services in relation to a property owned by or occupied by you.

Please put your complaint in writing (letter or email) with as much detail as possible to Martin Cassels, Chief Executive Officer on the details below: -

Martin Cassels,  
Galbraith,  
Suite C, Stirling Agricultural Centre,  
Stirling  
FK9 4RN  
[martin.cassels@galbraithgroup.com](mailto:martin.cassels@galbraithgroup.com)

Your complaint will be acknowledged within one business day and investigated thoroughly. A reply will be sent to you as soon as our internal investigation has been completed, or within 28 days of receipt of your letter or email.

If you are not satisfied with the outcome, you are at liberty to refer your complaint to the appropriate dispute resolution service as follows:

For complaints relating to Estate Agency and Lettings, please contact The Property Redress Scheme:

The Property Redress Scheme,  
Premiere House,  
1st Floor, Elstree Way,  
Borehamwood,  
Hertfordshire  
WD6 1JH.  
[www.theprs.co.uk](http://www.theprs.co.uk)



Landlords or tenants in Scotland may also apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if you think we have breached the Scottish Letting Agent Code of Practice and you remain dissatisfied once the above stages have been exhausted, or if we do not process your complaint within the given timescale. You can contact the Housing & Property Chamber at: 4th floor 1 Atlantic Quay 45 Robertson Street Glasgow G2 8JB.

For complaints relating to a surveying matter, please contact The Centre for Effective Dispute Resolution (CEDR): -

The Centre for Effective Dispute Resolution (CEDR),  
100 St. Paul's Churchyard,  
London  
EC4M 8BU  
[www.cedr.com](http://www.cedr.com).

