



Complaints Procedure (Sales)

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

SALES

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

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
www.tpos.co.uk