## Complaints Procedure

## Sales & Letting – Overview

Clyde Property are Scotland's leading independent agent and have been successfully selling and letting residential property for over 38 years. We take great pride in delivering a high level of customer service to both clients and customers and strive to deliver excellence in every field.

We are a registered member of The Property Ombudsman Scheme for both Sales and Letting, upholding the Code of Practice for Letting Agents and the Code of Practice for Residential Estate Agents in Scotland.

As a member of Propertymark ARLA (the Association of Residential Letting Agents), Propertymark NAEA (the National Association of Estate Agents) and the Property Ombudsman, one of the requirements of our membership is that we have a clear written complaints procedure for assessing complaints about our service. It is also a requirement of The Letting Agent Code of Practice (Scotland) Regulations 2016.

**Sales Complaints**

All branch staff both sales and letting will deal with normal day-to-day problems on a one to one basis and will strive to resolve any issues as soon as possible. If branch staff are unable to resolve your problem, the Area Manager of the branch will be asked to assist. In the majority of cases your complaint will be successfully resolved at this level.

If your complaint is of Sales nature, and compensation is sought or you wish to raise a formal complaint, a written formal complaint should be submitted, together with any related documents, terms of business, tenancy agreement, inventory, copies of emails etc and sent to:

The Operations Director
Clyde Property Ltd
8 Busby Road
Clarkston
Glasgow
G76 7XL
Email: finance.team@clydeproperty.co.uk

**Letting Complaints**

If your complaint is of Letting nature, this should be raised at our Letting Management Centre and your Portfolio Manager, or relevant team member will strive to deal with normal day to day problems on a one to one basis and endeavour to resolve any issues as soon as possible. Should you not deem this course of action appropriate you may raise a complaint with the relevant Head of Department or the Head of Letting Management.

If compensation is sought or you wish to raise a formal complaint, a written formal complaint should be submitted, together with any related documents, terms of business, tenancy agreement, inventory, copies of emails etc and sent to:

Letting Director
Clyde Property Ltd
8 Busby Road
Clarkston
Glasgow
G76 7XL
Email: finance.team@clydeproperty.co.uk

Your complaint will be acknowledged within 3 working days of our receipt of your complaint and your complaint will be investigated by the Letting Director and a reply sent to you within 15 working days. In exceptional cases, where the investigation timescale needs to be extended beyond this limit, you will be kept fully informed and an explanation provided.

In the unlikely event that we cannot resolve your complaint your next recourse would be to contact the Property Ombudsman, (details can be found at: www.tpos.co.uk). If your complaint falls within the criteria for review the Property Ombudsman will investigate your complaint. Clyde Property will co-operate with any investigations by the Property Ombudsman and comply with any award of compensation and/or direction made by the Property Ombudsman that is accepted by you and which is binding upon us.

Regulatory Body details:
The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel: 01722 333306

**Further information for Letting Complaints**

If you are a landlord or tenant (including former landlord or tenant) and you believe that we have failed to comply with the Code, you must notify us of this in writing (this includes electronic communications), so we can take action to resolve the issue internally. If you remain dissatisfied after raising your complaint and having exhausted our above internal complaints procedure, you can then apply to the First-tier Tribunal (Housing and Property Chamber) (the “Tribunal”). You can also apply to the Tribunal if we do not process your complaint within a reasonable timescale in line with our complaints procedure.

First-tier Tribunal for Scotland
Housing and Property Chamber
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT
Tel: 0141 302 5900

See website: https://www.housingandpropertychamber.scot/contact-us

**Complaints against a Third Parties & Contractors**

It should be noted that Clyde Property Ltd are not liable for the actions of a Third Party or a Contractor. However we will investigate any complaint in line with the following process. Clyde Property will not be able to force a Third Party or Contractor to compensate you but we will investigate a complaint on your behalf.

If you wish to raise a formal complaint against a Third Party or a Contractor who was introduced to you by Clyde Property, a written formal complaint should be submitted, together with any related documents, invoices, copies of emails etc and sent to:

The Operations Director
Clyde Property Ltd
8 Busby Road
Clarkston
Glasgow
G76 7XL
Email: finance.team@clydeproperty.co.uk

Your complaint will be acknowledged within 3 working days of our receipt of your complaint and your complaint will be investigated by the Operations Director and a reply sent to you within 15 working days. In exceptional cases, where the investigation timescale needs to be extended beyond this limit, you will be kept fully informed and an explanation provided.

In the unlikely event that we cannot resolve your complaint to your satisfaction your next recourse would be to contact the Third Party or Contractor in question and pursue your complaint with them directly.

**EPC Production – Complaints**

If your complaint relates to the production of an EPC by one of Clyde's Domestic Energy Assessors, the Domestic Energy Assessor who compiled the EPC will be able to address any initial concerns.

If compensation is sought or you wish to raise a formal complaint, a written formal complaint should be submitted, together with any related documents, terms of business, EPC, copies of emails etc and sent to:

Operations Director
Clyde Property Ltd
8 Busby Road
Clarkston
Glasgow
G76 7XL
Email: finance.team@clydeproperty.co.uk

Your complaint will be investigated by the Operations Director and a reply sent to you within 15 working days.

In the unlikely event that we cannot resolve your EPC complaint your next recourse would be to contact the Accreditation Scheme Please be aware that you can escalate your complaint to the scheme at any time and you are at no time deprived of your legal rights. Complaints that are escalated to the Scheme are logged by the Scheme and dealt with in accordance with the complaints procedure set out in the Scheme Document and the Scheme Complaints Procedure.

We will notify the Accreditation Scheme of all complaints we receive with full details. We will also keep a history of each complaint which will be made available to the scheme on request.

Unresolved complaints will be referred to an Independent Panel for resolution, the Independent Panel will consist of three members of RICS Professional Regulation who:

- have not been directly involved in the process and
- have no direct interest in the decision.

The Independent Panel decision is binding on the Energy Assessor, but not to the complainant, who is still entitled to their legal rights.

These procedures are accessible and available at no cost to the complainant and, where appropriate, we will provide effective redress.

Accrediting body details:-

RICS Professional Regulation
12 Great George Street
Parliament Square
London
SW1P 3AD
Tel: 020 7334 3875