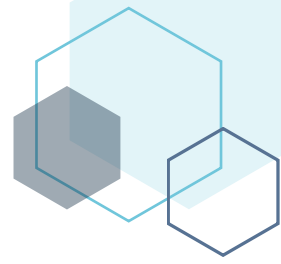




SHAFATULLA PROPERTY MANAGEMENT

Complaints Procedure

Procedure 2019



Contact Information

Website: www.spmglasgow.co.uk

Email: info@spmglasgow.co.uk

Phone: 01414045457

Shafaatulla Property Management Ltd trading as SPM. Company Number SC409923. Company Registered in Scotland. Scottish Government Factor Registration Number PFOOO175. Scottish Letting Agent Registration Number LARN1903051. Landlord Registration Number 6090091/260/20101. SPM (FRN 616405) is an appointed representative of Kelvin Smith Insurance Brokers Ltd (FRN 486396) who are regulated and authorised by the Financial Conduct Authority.



Complaints Procedure

We will always try to resolve any complaints you may have amicably. A call or email to your property manager should be all that is needed to resolve your issue in the first instance. If, however you wish to raise a formal complaint with our service, or the service of a contractor instructed by us on your behalf then please:

1. Write to us via a letter or email stating to us exactly what your formal complaint is. Please give us as much information as you can regarding your formal complaint here. It will then be dealt with by the director of the company. Please note that your property manager for your block may also be the director of our company.
2. The director will then write out to you within 14 days with the response of your formal complaint. If the formal complaint may take longer than 14 days to resolve, we will write out to you making you aware when we will expect to complete our response.
3. Once we have responded back your formal complaint and you still remain dissatisfied, please ensure to advise us within 28 days of our response.
4. We will then review our initial formal complaint response and write out to you stating our final response within 7 days and advise if there are any changes therein.

If no amicable settlement can be reached after exhausting all the processes above and if it is a breach of The Property Factor's (Code of Conduct) (Scotland) Order 2012 then you can direct your formal complaint to: (At this point in the process we would consider resolving the matter by means of Mediation where this is proposed by the First-tier Tribunal for Scotland (Housing and Property Chamber)).

First tier Tribunal for Scotland Housing and Property Chamber Scottish Courts and Tribunals Service

4th Floor

1 Atlantic Quay

45 Robertson Street

GLASGOW

G2 8JB

Their telephone number is 0141 302 5900 and Fax number is 0141 302 5901. Their email address is: HPCAdmin@scotcourtsribunals.gov.uk