

## **GALBRAITH COMPLAINT HANDLING PROCEDURE**

Galbraith aims to provide the highest standards of service to all those we deal with. This complaint procedure is in place to ensure that your interests are safeguarded. Your complaint will be dealt with internally in the first instance. If you are not satisfied with our response to your complaint, you may then refer your complaint to the relevant dispute resolution service detailed below.

If you have a complaint against the firm or the person you are dealing with or, if you are a landlord or tenant, 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 this in writing or in an email with as much detail as possible to Martin Cassels our Chief Executive Officer. Martin is also the person responsible for the firm's RICS compliance. Letters should be addressed to Martin Cassels, Galbraith, Suite C, Stirling Agricultural Centre, Stirling FK9 4RN and emails to [martin.cassels@galbraithgroup.com](mailto:martin.cassels@galbraithgroup.com).

Your letter or email will be acknowledged within one business day and your complaint will be investigated thoroughly in accordance with established in-house procedures. A reply will be sent to you as soon as our internal investigation has been completed but at the latest within 28 days of receipt of your letter or email.

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

### **Complaints relating to Estate Agency and Lettings:**

The Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire WD6 1JH. You can find details about referring a complaint at [www.theprs.co.uk](http://www.theprs.co.uk). Landlords or tenants 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.

### **Complaints about a surveying matter:**

Centre for Effective Dispute Resolution (CEDR), 100 St. Paul's Churchyard, London EC4M 8BU You can find details about referring a complaint at [www.cedr.com](http://www.cedr.com).



**Martin Cassels, CEO**  
**18 January 2024**