



**City Property (Glasgow) LLP  
City Property Glasgow (Investments) LLP  
Complaints Handling Procedure**

**Customer Guide**



We are committed to providing a high-quality customer service to you. We value complaints and use information from them to help us improve our services.

If something goes wrong, or you are dissatisfied with our services, please tell us. This document describes our complaints procedure and how to make a complaint.

It also tells you about our service standards and what you can expect from us.

Please contact us by the following means:

### **Write to us**

City Property (Glasgow) LLP  
Exchange House  
229 George Street  
Glasgow  
G1 1QU  
Phone: 0141 287 6161  
Email: [info@citypropertyglasgow.co.uk](mailto:info@citypropertyglasgow.co.uk)

**Use the online form > [Complaints Form](#)**

### **What is a complaint?**

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

### **What can I complain about?**

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service our standard of service
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

### **What can't I complain about?**

There are some things we can't deal with through our complaints handling procedure. These include:

- a routine first-time request for a service – email [info@citypropertyglasgow.co.uk](mailto:info@citypropertyglasgow.co.uk)
- a property management enquiry or requests (e.g rent reviews or lease renewals) - email [info@citypropertyglasgow.co.uk](mailto:info@citypropertyglasgow.co.uk)
- land or property ownership enquiry – Call DRS 0141 287 8555
- marketing enquiry – email [Marketing@citypropertyglasgow.co.uk](mailto:Marketing@citypropertyglasgow.co.uk)
- Freedom of Information request - email [Anne.Gilmour@citypropertyglasgow.co.uk](mailto:Anne.Gilmour@citypropertyglasgow.co.uk)
- allegations of fraud (whistleblowing) – email [Cheryl.McNellis@citypropertyglasgow.co.uk](mailto:Cheryl.McNellis@citypropertyglasgow.co.uk)
- retail and farmers' markets enquiries – email [info@citymarketsglasgow.co.uk](mailto:info@citymarketsglasgow.co.uk)

### **Who can complain?**

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

### **How do I complain?**

You can complain in person, by phone, in writing or online using our complaints form.



It is easier for us to resolve complaints if you make them quickly and directly to us. Then we can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.
- how long do I have to make a complaint?

You must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

### **What happens when I have complained?**

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

#### ***Stage one - frontline resolution***

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

We will give you our decision at stage one, in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to stage two. You may choose to do this immediately or sometime after you get our initial decision.

#### ***Stage two - Investigation***

Stage two deals with two types of complaint: those that have not been resolved at Stage one and those that are complex and require a detailed investigation.

When using stage two we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint within 20 working days.
- If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

### **What if I'm still dissatisfied?**

After we have fully investigated, if you are still dissatisfied with our decision or the way we deal with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.



The SPSO **cannot** normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been, or is being, considered in court.

You can contact the SPSO:

**In Person**

SPSO  
4 Melville Street  
Edinburgh  
EH3 7NS

**By Post**

SPSO  
Freepost EH641  
Edinburgh  
EH 0BR

Online: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

Mobile: [m.spsso.org.uk](http://m.spsso.org.uk)

**Getting help to make your complaint**

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance:

Phone 0131 260 5380

Fax 0131 260 5381

Website [www.siaa.org.uk](http://www.siaa.org.uk)

We also have a [mandate form](#) for you to complete if you appoint someone to deal with your complaint on your behalf.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services.

If you have trouble putting your complaint in writing, or want this information in another format such as large font, or Braille, please contact us on **0141 287 6161**, Email us at [info@citypropertyglasgow.co.uk](mailto:info@citypropertyglasgow.co.uk), or by using our online form.