



J. B. & G. Forsyth Property Management Services

Complaints Procedure

We are here to help

At J. B. & G Forsyth Property Management Services we care about the service we provide. Your custom is extremely important to us and we are committed to providing the best possible service to you. If for any reason you are not satisfied with our service then please contact us and we will, where appropriate, take steps to prevent the problem happening again.

We aim to:

- Make it easy for you to tell us about your complaint
- Give your complaint the attention it deserves
- Resolve your complaint as quickly as possible
- Try our best to make sure you are satisfied with how your complaint is resolved

How to make a complaint

Should you require to register a complaint then please follow the steps below;

Post: J. B. & G Forsyth Property Management Services,
79 West Regent Street,
Glasgow, G2 2AS

OR

Email: mail@jbgforyth.co.uk

In order for us to resolve your concerns, please provide the following information when contacting us:

- Your full name
- Property address to which the complaint relates
- A detailed explanation of your concerns
- Send copies of any relevant documentation (you should hold onto the originals)
- Your contact details and preferred method of contact

We will endeavor to respond to you within 7 working days with a view to resolving the issue raised or provide you with a date a full reply will be sent.

Should you continue to be dissatisfied then please contact;

Post: Management Team,

J. B. & G Forsyth Property Management Services,

79 West Regent Street,

Glasgow G2 2AS

or

Email: Management@jbgforyth.co.uk

What can I do if I am unhappy with the outcome of my complaint?

We treat your concerns very seriously and will attempt to resolve your complaint quickly and fairly, however, in the event that you are not satisfied with our response then you can contact;

Homeowner Housing Panel

Europa Building

450 Argyle Street

Glasgow

G2 8LH

Tel: 0141-242-0175

Fax: 0141-242-0141

Email: hohpadmin@scotland.gsi.gov.uk

Web: prhpscotland.gov.uk