

The Property People North East aim to provide a professional service to all clients and customers.

If you feel something is wrong we would like you to tell us, we will strive to resolve any grievance as quickly as possible. If you have a complaint, please write to us with as much detail as possible. We will then respond in line with the timeframe below.

We will send you a letter to acknowledge receipt of your complaint within three working days of receiving it. We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of the acknowledgement letter.

If you are not satisfied with this outcome, you can pursue the complaint and it will be reviewed by another member of staff. We will write to you within 15 working days of receiving your request for a review, with our final outcome on the matter.

If you feel we have not addressed your complaint within eight weeks, you may be able to refer your complaint to the Property Redress Scheme to consider.

The Scottish Governments' Letting Agent Code of Practice –

<https://www.gov.scot/publications/letting-agent-code-practice/>