



Looking to Rent

RESIDENTIAL, COMMERCIAL LETTING & SALES PROPERTY MANAGEMENT & LANDLORD SERVICES

KELVINGROVE
ART GALLERY AND MUSEUM

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Law

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How to contact PMWC Limited

We welcome your views about our website and our Privacy Policy. If you would like to contact us with any queries or comments please send an e-mail to info@lookingtorent.co.uk

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This does not affect your statutory rights as a consumer.

Complaints Procedure

Should you be unhappy with any information that we have provided, you are advised to make an official complaint. An official complaint must be submitted by e-mail to info@lookingtorent.co.uk and will be processed through the following stages.

Stage 1:

We will acknowledge receipt of your complaint in writing, within 5 working days of receipt you will be

designated a named person who will be investigating your complaint.

Stage 2:

Your named contact will investigate your complaint and will send you a detailed written reply, including their suggestions for resolving the matter, within 10 working days of us receiving your complaint. There may occasionally be circumstances out with our control which prevents us from adhering to this time frame. These include, but are not limited to: -

- When the office is closed for public holidays.
- Where adverse weather or sickness has led to staff shortages.
- Where we cannot respond in full without the input of a third party (e.g. contractor, landlord, tenant) who is not available.
- Where we cannot respond in full without visiting the rental property and the tenant is restricting access.
- Where we cannot respond in full without the input of a key member of staff who is not available.

Should this be the case we will contact you and let you know when we anticipate being able to respond.

Stage 3:

Upon receipt of our stage 2 response, if you are still not satisfied, you can contact us again in writing and we will arrange for a senior manager to review the decision.

Stage 4:

Our senior manager will write to you within 10 working days, confirming our final position on your complaint and explaining our reasons.

Stage 5:

You may apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if you feel 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 a reasonable time scale.

You can contact the Housing & Property Chamber at:

4th floor, 1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB
0141 302 5900
www.housingandpropertychamber.scot



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