



Client Feedback Information Sheet

Charles White is determined to create a service that not only meets, but also exceeds Client expectation.

In order to resolve any anomalies swiftly, Charles White Ltd (CWL) has created this Client feedback system.

Our team of Client Relationship Managers (CRM) have been equipped and empowered to deal with every aspect of the management of your property and they are best placed to resolve your concerns. The CRM where appropriate with the assistance of our team of specialists, will seek to rectify these issues as quickly as possible.

May we invite you, in the first instance, to put your concerns in writing to the CRM for the property under management, including details of which part of the Code of Conduct under the terms of the Property Factors (Scotland) Act 2011 has been breached. If you are unsure as to who the CRM is please contact our office on 0131 447 8191. The CRM will:

- a) acknowledge your correspondence within 48 hours and
- b) seek to correct any problems to your satisfaction within 28 business days.
- c) if resolution cannot be found, the CRM will write to advise you that they are unable to finalise matters to your satisfaction and refer you to write to the individual who is their Line Manager (LM) (or in their absence an alternative senior representative) as the second tier of the process. The name and contact details of the LM will be provided in the letter you receive from the CRM.

The LM will act as a neutral party and will endeavour to resolve your complaint within 14 business days. If more time is required to resolve your complaint the LM, will within the 14 business days, propose an appropriate timeframe for resolution. The aim will be to resolve the matter to your satisfaction and the LM will reach a stage in the process where they will confirm to you our final position.

In the event that you remain dissatisfied having completed our internal complaints procedure, you can make application to the First-tier tribunal for Scotland who will review your application for possible referral for resolution, if they consider there may be a breach of the Code of Conduct under the terms of the Property Factors Scotland Act 2011. You can contact the First-tier tribunal for Scotland at the following website address: <https://www.housingandpropertychamber.scot/>

No application can be made to the First-tier Tribunal for Scotland unless you have notified CWL in writing as to why you consider that CWL have failed to carry out their duties as Property Agents and CWL have refused to resolve, or unreasonably delayed in attempting to resolve your concerns.

CWL is registered with Scottish Property Factors Register (Number PF000153). May we assure you that we have the interest of our clients at the centre of our business practise in pursuit of service excellence.