

Belvoir Dundee Complaints Procedure, Redress Scheme & The Letting Agent Code of Practice (Scotland)

As a firm accredited by the Safe Agent, Dundee Asset Managers Ltd trading as Belvoir Dundee aims to provide the highest standard of service to all Landlords and Tenants and give an ultimate assurance that any grievance you have concerning such service is immediately addressed.

- If you believe you have, or may have, a grievance with our service or standard of practice or working procedures, please write in the first instance to Mrs Aimi Lewis, the branch manager, aimi.lewis@belvoirlettings.co.uk or Belvoir Dundee, 21a Camperdown Street, City Quays, Dundee, DD1 4JA
- Your correspondence should be acknowledged within 3 working days, investigated thoroughly in accordance with established in-house procedures and replied to within 7 working days of receipt. If we require longer than this timescale, we will advise you in writing and confirm our revised response date
- Should your grievance not be resolved to your satisfaction following internal investigation, you should address the matter to:

Mr Nick Horan, a company director, nick.horan@belvoirlettings.com, or Belvoir Dundee, 21A Camperdown St, City Quays, Dundee, DD1 3JA.

- If we are unable to resolve any dispute, you can refer the matter to The First Tier Tribunal for Scotland (Housing & Property Chamber) at 4th Floor, 1 Atlantic Quay, 45 Robertson Street, Glasgow, G2 8JB.

A copy of these rules can be provided on request.