



Customer Feedback Information Sheet

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

In order to resolve any anomalies swiftly, Charles White has created this customer feedback system.

May we invite you to put your concerns in writing to the Property Manager for the property under management. The Property Manager will:

- a) acknowledge your correspondence within five business days and
- b) seek to correct any problems to your satisfaction within 28 business days.

Our team of Property Managers 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 Property Manager and where appropriate the assistance of our team of specialists, will seek to rectify these issues as quickly as possible.

If for any reason the first tier of resolution is unsatisfactory or does not meet your requirements, we have in place a second tier of resolution to whom you may appeal. The Head of the Department will act as a neutral party and will endeavour to look upon the situation objectively.

Charles White is subject to the Code of Practice of its trade associations; Property Managers Association Scotland (PMAS) and the Landlord Accreditation Scotland (LAS) and liaises closely with them to comply with the Code of Practice. May we assure you that we have the interest of our clients at the centre of our business practise in pursuit of service excellence.