

Complaints

WHEN THINGS GO WRONG



Mark Dempsie

MANAGING DIRECTOR

Our Complaints Process

We always aim to provide a professional, reliable service. If something goes wrong, please tell us so we can put it right quickly and fairly.

Step 1

Talk to us

Most issues can be resolved straight away. Contact your Property Manager or our office via email info@mwdresidentiallettings.co.uk or call 01355 201134 or visit 23a St James Avenue, St James Retail Centre, East Kilbride, G74 5QD

Step 2

Make a complaint

If you're not satisfied, email or write to us with your name, address and details of the problem. We'll acknowledge within 3 working days and reply in writing within 15 working days.

Step 3

Final review

If you're still unhappy, a Director will review your complaint and send a final written decision within 10 working days. You can then seek independent advice from the First-tier Tribunal (Housing and Property Chamber).

Our promise:

We handle all complaints fairly, keep you informed, and use feedback to improve our service.