



Complaint Handling Procedure (CHP)

Our aim at Land Management (Scotland) LTD is to always provide the highest quality service for all our clients but we recognise that things unfortunately do go wrong occasionally.

We take complaints we receive seriously and aim to resolve all our clients' problems promptly.

We recommend the sooner you bring any concerns to our attention the sooner we can resolve it.

Land Management (Scotland) LTD will always endeavour to comply fully with your expectations as we appreciate and value all our clients.

Stage One:

On receipt of your complaint (whether received by telephone, letter, email or fax) the matters raised will immediately be investigated by the Managing Director, Robin Leslie Melville. The firm will deal with your complaint in the following manner:

- Acknowledge your complaint promptly.
- Advise you clearly who is investigating your complaint and provide you with a contact address and telephone number.
- Carry out a thorough investigation into the matters you have raised and instigate action.
- Ensure that all correspondence is in clear English.
- We aim to resolve all issues (as per our terms and conditions) within one week.

Please send your complaints to:

Mr Robin Leslie Melville
Land Management (Scotland) LTD
Haer Cairn
Finavon
By Forfar
DD8 3QH

Telephone: 01356 224567
Fax: 01307 850778
Email: rlm@landmanagementscotland.co.uk

Stage Two:

In the unlikely event that your complaint is not able to be resolved to your satisfaction by Mr Robin Leslie Melville, You may then refer the matter to an independent redress scheme as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

Centre for Effective Dispute Resolution (CEDR)
100 St Paul's Churchyard, London, EC4M 8BU

Tel: 020 07536 6000
Email: info@cedr.com
Website: www.cedr.com

For Business to Business Clients:

RICS Dispute Resolution Service (DRS)
55 Colmore Row, Birmingham, B3 2AA

Tel: 020 7334 3806
Fax: 020 7334 3802
Email: drs@rics.org
Website: www.rics.org/drs