

# DUNDAS

If for any reason you are dissatisfied with an aspect of the service you have received from us, you can make a formal complaint by e-mail or by post. You should address your complaint to:

Customer Care Department  
Dundas Estates  
Alderstone House  
MacMillan Road  
Livingston  
EH54 7AW  
Or by e-mail to [customercare@dundas.co.uk](mailto:customercare@dundas.co.uk)

## **How we handle your complaint:**

### **Step 1**

Start by giving our Customer Care team a call. If you have already spoken to them please submit your complaint in writing to the address above.

Where appropriate, all complaints will be referred back to the relevant development or person in the first instance as they are best placed to resolve your issue.

We will acknowledge receipt of your complaint within 2 working days and endeavour to respond to your complaint within 10 working days. If for any reason we are unable to respond within this timescale (eg appropriate person on holiday) we will let you know.

### **Step 2**

We hope that all formal complaints are resolved in Step 1. However, if you remain unhappy, the next step is to put your complaint in writing to the above address with clear details of the reason why you are dissatisfied with the response along with any other supporting evidence. Customer Care will escalate your complaint to the appropriate manager/director.

We will acknowledge receipt of your further communication within 2 working days and respond in full within 10 working days. If for any reason we are unable to respond within this timescale (eg appropriate manager/director on holiday) we will let you know.

### **Step 3**

In the unfortunate event that the appropriate manager/director is unable to resolve matters, and you wish to escalate your complaint to the final stage of our formal complaints procedure, the complaint must be made formally in writing to the above address clearly stating why you are dissatisfied and Customer Care will escalate to the Managing Director.

We will acknowledge receipt of this communication within 2 working days and respond in full within 15 working days. If for any reason we are unable to respond within this timescale we will let you know.

The Managing Director's decision will be final.