

THE CARRINGTON DEAN GROUP

Complaints Procedure

Our commitment to clients

We aim to **ensure** that:

Making a complaint is as easy as possible

We treat your complaint seriously

We deal with your complaint promptly and in confidence

We learn from complaints and use them to review and improve our service.

How to make a complaint

If you wish to make a complaint you can contact Derek McPhail in any of the ways listed below.

By email:

derekmcp@mail@carringtondean.com

In writing:

Derek McPhail at
Carrington Dean
135 Buchanan Street
Glasgow
G1 2JA

By phone:

0141 221 2323

By fax:

0141 221 2318

In person:

At one of our offices.

Your complaint will be fully investigated and a response issued within 10 working days. If you are unhappy with the response you receive, please contact the **Managing Director:**

Peter Dean
Managing Director
Carrington Dean
135 Buchanan Street
Glasgow
G1 2JA