



The Feel Good Factor

Got a complaint?

Here's what you need to know

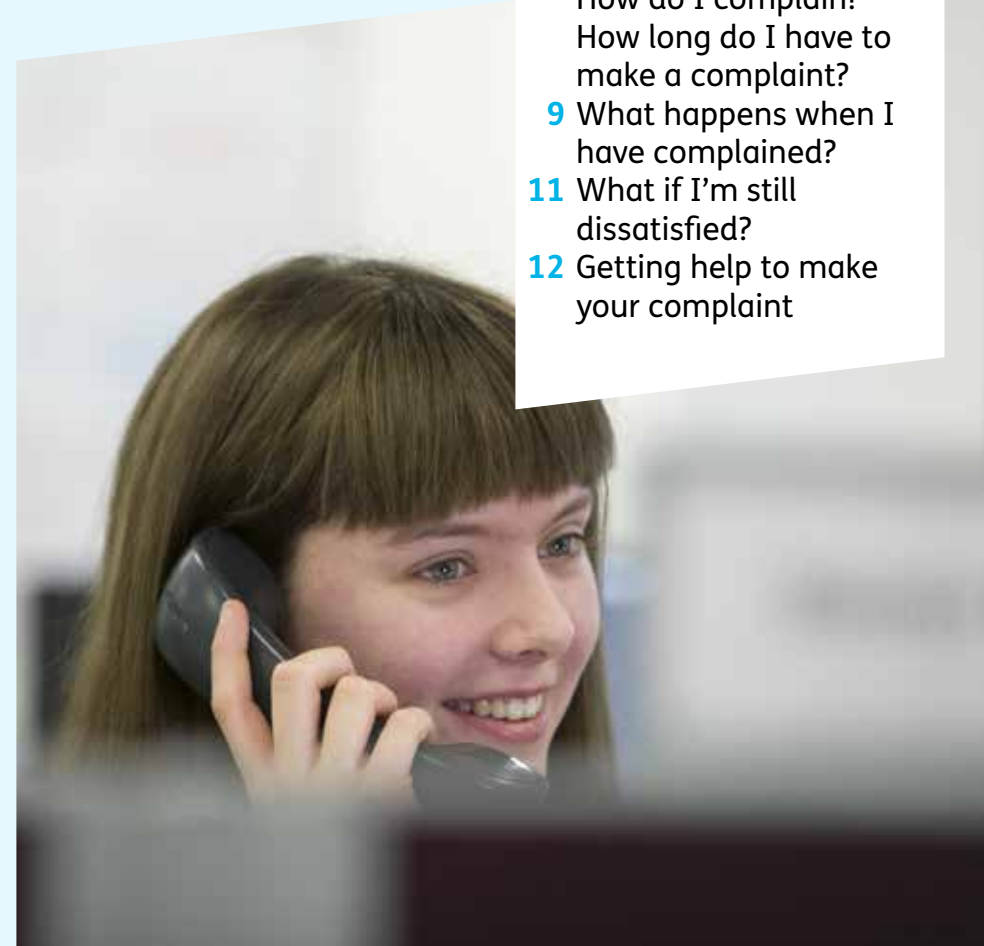
Welcome

We are committed to providing an excellent service. We value complaints and use this information to improve our services. That's why we want you to tell us if something goes wrong, or if you are unhappy with our services.

This booklet tells you how you can make a complaint and what you can expect from us when handling your complaint.

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The complaints process

You can make your complaint by email, by telephone, in writing, by using our complaints form, or in person at one of our offices.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint at stage one. But, if the matter needs a detailed investigation, we will tell you this and keep you updated on progress.

More details can be found on our website at your-place.net



Quick guide to our complaints process

Stage one: resolving your complaint quickly

We will tell you who is responsible for resolving your complaint within two working days. We will always try to resolve your complaint quickly, **within five working days**.

If you are unhappy with our response, you can ask us to consider your complaint at stage two.

Stage two: investigating your complaint

We will review your complaint at this stage, if you are unhappy with our response at stage one.

If it is clear that a complaint is more complex, sensitive or needs a detailed investigation or if there's a specific reason why it cannot be resolved quickly, we will investigate it as a stage two complaint. We will acknowledge your complaint within two working days. We will give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time.

First-tier Tribunal for Scotland (Housing and Property Chamber)

If your complaint relates to how we have complied with the Code of Conduct and our duties as a factor and you are still unhappy, you can ask the First-tier Tribunal for Scotland (Housing and Property Chamber) to look at it.

We will tell you how to do this when we send you our final decision.

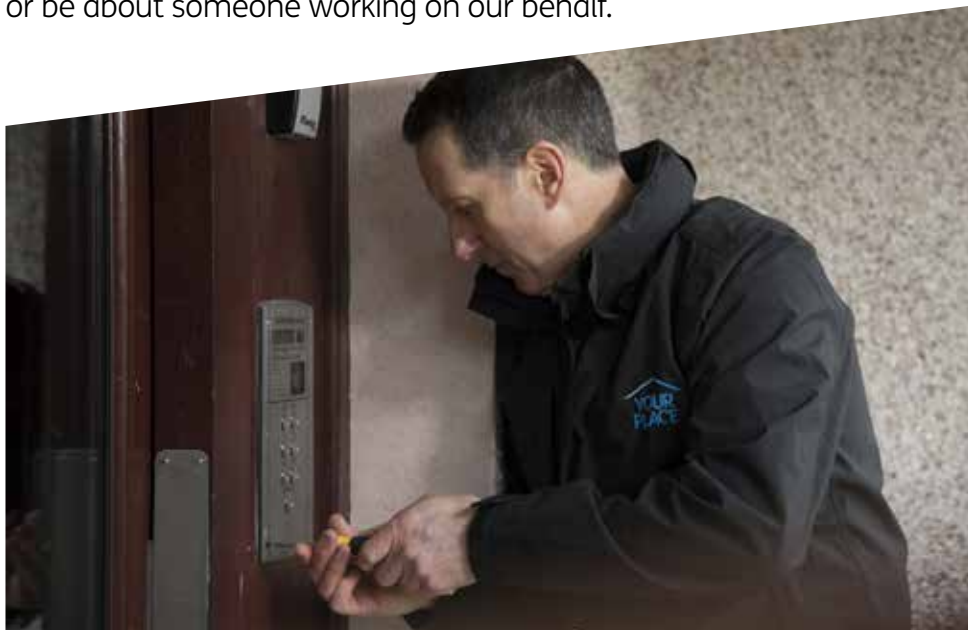
What is a complaint?

A complaint is when you tell us you are unhappy with action – or the lack of action – we have taken. It's also when you tell us you're dissatisfied with the standard of service provided by us or on our behalf.

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by, or attitude of, a member of staff
- our failure to follow proper procedure such as how we comply with the Code of Conduct for Registered Property Factors.

Your complaint may involve more than one of our services or be about someone working on our behalf.



What can't I complain about?

There are some things we can't deal with through our complaints procedure. These include:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired
- requests for compensation
- our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the decision made about your insurance claim, you may have the right to appeal against the decision. Details of how to do this are set out in your insurance policy booklet
- issues that are in court or have already been heard by a court or a tribunal
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage two investigation.



If other procedures or rights of appeal can help you resolve your concerns we will give information and advice to help you.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

You can complain by email, by telephone, in writing, by using our complaints form or by visiting one of our offices. When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but it should be no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

We will always tell you who is responsible for resolving your complaint. Our complaints procedure has two stages:

Stage one – resolving your complaint quickly

We aim to resolve complaints quickly and close to when we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

If we can't resolve your complaint immediately, we will make sure we have all the information and relevant facts we need to resolve your complaint. Within the first two working days we will acknowledge your complaint providing you with a named officer responsible for resolving it and how to contact them.

We will give you our decision at stage one within five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are unhappy with how we have handled your complaint or the outcome, you can ask for your complaint to be investigated further at stage two. You may choose to do this immediately or some time after you get our initial response. We can help you with making this request.

What happens when I have complained?

Stage two – investigating your complaint

Stage two deals with two types of complaint:

- those that have not been resolved at stage one and
- those that are more complex and require detailed investigation.

When using stage two we will:

- acknowledge receipt of your complaint within two working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will discuss this with you. We will also agree revised time limits with you and keep you updated on progress.



What if I'm still dissatisfied?

If your complaint relates to how we have complied with the Code of Conduct and our duties as a factor and you are still unhappy, you can ask the First-tier Tribunal for Scotland (Housing and Property Chamber) to look at it.

Before looking at your case, the First-tier Tribunal for Scotland (Housing and Property Chamber) will expect you to advise them that we have refused to resolve your concerns, or have unreasonably delayed attempting to resolve them. They will also expect you to have notified us in writing why you consider we have failed to carry out our duties.

For more details on the First-tier Tribunal for Scotland (Housing and Property Chamber), call **0141 302 5900** or email **HPCAdmin@scotcourtsribunals.gov.uk** or visit **www.housingandpropertychamber.scot**

Want to know more?

For a more detailed explanation of our complaints process call us on **Freephone 0800 479 7979**

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service.

We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

**Scottish
Independent
Advocacy Alliance**
www.siaa.org.uk
or
call 0131 524 1975

We are committed to making our service easy to use for all members of the community. We will always make sure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us.

We can also give you this leaflet in other languages and formats (such as large print, audio and braille).

**Citizens Advice
Scotland**
Find your local
bureau at:
www.cas.org.uk

Contact us

YPLFCOMP/LUNI/8/101915

For more information about any of our services, please call **0800 479 7979** or visit **your-place.net**

Our customer service centre is available 24 hours a day, seven days a week on **0800 479 7979**.

As your property manager, we are registered with the Scottish Ministers under the Property Factors (Scotland) Act 2011.



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