

Owner Occupiers Complaints Procedure

The Association has a Complaints Policy for dealing with complaints relating to the services provided by the Association and all Owner Occupiers Complaints will be dealt with in Accordance with this Policy.

We know there can be occasions where we fall short of our standards or do not fully meet these expectations. We have a detailed Complaints Handling Procedure that is designed to help us resolve any customer dissatisfaction quickly and as close to the point of service delivery as possible.

Complaints Procedure

- You can make your complaint in person, by phone, by e-mail or in writing.
- We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage 1: Frontline Resolution

- Straightforward complaints are handled quickly at this stage.
- Stage 1 complaints should take no longer than 5 working days to resolve.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

Stage 2: Investigation

- We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.
- We will acknowledge your complaint within 3 working days. We will give you our decision as soon as possible. This will be no more than 20 working days, unless there is a requirement to extend this timescale. We will keep you updated.

The Homeowner Housing Panel

Anyone who remains dissatisfied at the end of our Complaints process can ask the Housing and Property Chamber (HPC) to investigate the matter.

The HPC provides the possibility for issues between homeowners and the property factors to be impartially resolved.

Applications can be made to the HPC where a homeowner believes that the property factor has failed to comply with their factoring duties or the Property Factors Code of Conduct.

HPC Contact Details:-

Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Tel: 0141 302 5900

Fax: 0141 302 5901

Website: www.housingandpropertychamber.scot