



Highland Residential Inverness Ltd Complaints Procedure

Highland Residential Inverness Ltd **is** committed to providing high-quality customer services.

We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

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.

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 complaint's procedure.

These include:

- > a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behavior
- > requests for compensation
- > our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a house, you may have the right to appeal against the decision
- > 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 2 investigation. If you are still not satisfied, you can ask the Housing & Property Chamber First-Tier Tribunal for Scotland (HPCFTTS) for an independent review of the complaint.

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 'Getting help to make your complaint'.

How do I complain?

You can complain in person at either of our offices, by phone, in writing, email or by using our complaints form which can be found on our website at:
www.highlandresidential.co.uk.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

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 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.

Contact details

Invergordon Office
98-104 High Street
Invergordon
Ross-shire IV18 0DL

Inverness Office
68 MacLennan Crescent
Inverness
IV3 8DB

Property Services (Lettings & Sales)
Tel: 01463 701271

Email: lettings@highlandresidential.co.uk sales@highlandresidential.co.uk

Factoring Services
Tel: 01463 701271
Email: factoring@highlandresidential.co.uk

Website: www.highlandresidential.co.uk

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage one: frontline resolution

We aim to resolve complaints quickly and close to where 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.

We will give you our decision at stage 1 in 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 still dissatisfied, you can ask for your complaint to be investigated further through stage 2. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

Stage two: investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

When using stage 2 we will:

- > acknowledge receipt of your complaint within three 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 tell you. We will agree on the revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing & Property Chamber First-Tier Tribunal for Scotland (HPCFTTS) to look at it.

The HPCFTTS **cannot** normally look at:

- > a complaint that has not completed our complaints procedure (**so please make sure it has done so before contacting HPCFTTS**)
- > events that happened, or that you became aware of, more than a year ago
- > a matter that has been or is being considered in court.

You can contact the HPCFTTS:

in person **Housing & Property Chamber First Tier Tribunal for Scotland**
Glasgow Tribunals Centre
3rd Floor
20 York Street
Glasgow
G2 8GT

by post **Housing & Property Chamber First Tier Tribunal for Scotland**
Glasgow Tribunals Centre
3rd Floor
20 York Street
Glasgow
G2 8GT

Telephone: 0141 302 5900

Email: HPCAdmin@scotcourtribunals.gov.uk

Website at housingandpropertychamber.scot

Complaints about factoring

The Property Factors (Scotland) Act 2011 introduced a Code of Conduct for all property factors to follow. The Act also introduced the requirement for all property to be registered and a homeowner housing panel to help resolve any disagreements between a factor and their customer (s). In 2016 the homeowner housing panel was renamed the Housing and Property Chamber First-Tier Tribunal for Scotland.

If you have exhausted our relevant complaint procedures, you can make an application to the Housing and Property Chamber First-Tier Tribunal for Scotland. You must advise us, in writing, that you intend to do this stating the reasons why you consider that we have failed to carry out our duties or failed to comply with the Code of Conduct. The Housing and Property Chamber First-Tier Tribunal for Scotland can provide a decision on whether or not Highland Residential has failed to carry out our factoring duties or failed to comply with the Code of Conduct.

Complaints about Letting services

The Housing (Scotland) Act 2014 has introduced the Letting Agent Code of Practice (Scotland) Regulations 2016 for all letting agents to follow. The Act also introduced the requirement for all letting agents to be registered and a homeowner housing panel to help resolve any disagreements between a letting agent and their customer (s). In 2016 the homeowner housing panel was renamed the Housing and Property Chamber First-Tier Tribunal for Scotland.

If you have exhausted our relevant complaint procedures, you can make an application to the Housing and Property Chamber First-Tier Tribunal for Scotland. You must advise us, in writing, that you intend to do this, stating the reasons why you consider that we have failed to carry out our duties or failed to comply with the Code of Conduct. The Housing and Property Chamber First-Tier Tribunal for Scotland can provide a decision on whether or not Highland Residential has failed to carry out our factoring duties or failed to comply with the Code of Conduct.

Complaints about sales

If you have exhausted our relevant complaint procedures, you can make an application to the Scottish Public Services Ombudsman (SPSO). You must advise us, in writing, that you intend to do this stating the reasons why you consider that we have failed to carry out our duties or failed to comply with the Code of Conduct. The SPSO can provide a decision on whether or not Highland Residential has failed to carry out our factoring duties or failed to comply with the Code of Conduct.

The SPSO **cannot** normally look at:

- > a complaint that has not completed our complaints procedure (**so please make sure it has done so before contacting the SPSO**)
- > events that happened, or that you became aware of, more than a year ago
- > a matter that has been or is being considered in court.

You can contact the SPSO:

in person

Scottish Public Services Ombudsman Bridgeside House 99 McDonald Road Edinburgh EH7 4NS

by post SPSO

Freepost EH641

Edinburgh

EH3 0BR

Freephone **0800 377 7330**

Online contact www.spsso.org.uk/contact-us

Website **www.spsso.org.uk**

Mobile site: <http://m.spsso.org.uk>

Text phone: 0800 3777331

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

Tel: **0131 260 5380** Fax: **0131 260 5381** Website: **www.siaa.org.uk**

Citizens Advice Scotland

Website: **www.cas.org.uk** Or check your phone book for your local bureau.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure 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).

Our contact details**Invergordon Office**

98-104 High Street
Invergordon
Ross-shire IV18 0DL I

Inverness Office

68 MacLennan Crescent
Inverness
V3 8DB

Property Services (Lettings & Sales)

Tel: 01463 701271

Email: lettings@highlandresidential.co.uk

sales@highlandresidential.co.uk

Factoring Services

Tel: 01349 855849

Email: factoring@highlandresidential.co.uk

Website: www.highlandresidential.co.uk

Quick guide to our complaints procedure

Complaints procedure

You can make your complaint in person, by phone, by email 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

We will always try to resolve your complaint quickly, within **five working days** if we can.

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 **three 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.



Housing and Property Chamber First-Tier Tribunal for Scotland/SPSO

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the HPCFTTS or SPSO to consider it.

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