

## **REDPATH BRUCE PROPERTY MANAGEMENT LTD COMPLAINTS HANDLING PROCEDURE**

**If you have a complaint then this note sets out the procedure which we will follow in dealing with that complaint.**

1. Your complaint should be made in the first instance to the Property Manager for your property with whom you were dealing. Should you fail to obtain satisfaction you should contact our Customer Services Team.
2. Where your complaint is initially made orally you will be requested to send a written summary of your complaint to our Customer Services Team at our address above.
3. Once we have received your written complaint, we will contact you in writing within 14 days to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
4. If we anticipate that it will take longer than 14 days to fully investigate your complaint we will advise you when you should expect to receive a response.
5. If you are dissatisfied with any aspect of our handling of your complaint you should write to a Director, located at the above address, who will personally conduct a separate review of your complaint and contact you within 14 days to inform you of the conclusion of this review.
6. If an amicable resolution cannot be reached at this stage and if it is considered that a breach of the Property Factors (Code of Conduct) (Scotland) Order 2012 has occurred, then an application may be made to the Homeowners Housing Panel, Europa Building, 450 Argyle Street, Glasgow, G2 8LH. Tel: 0141 242 0175, Fax: 0141 242 0141.  
Email: [hohpadmin@scotland.gsi.gov.uk](mailto:hohpadmin@scotland.gsi.gov.uk).  
Application Forms are available on their website at <http://hohp.scotland.gov.uk>.