



Factor registration: PF001012

Complaints Procedure

Factors Direct is committed to providing the best quality service to our customers and we endeavour to continually improve our services and internal processes.

We aim to identify problems at the source and to solve these as quickly and efficiently as possible, whilst maintaining a professional and honest approach.

If you do have a concern or issue, we would always ask you to firstly contact your property manager/relevant department and give us the opportunity to resolve any worries as soon as possible.

If you are still unsatisfied with responses received, and have reason to make a complaint, this guide will lead you through the process.

Firstly, we must look at the definition of a complaint:

"A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation."

For our organisation, this would be seen as dissatisfaction with any part of our service which does not meet the standards set in our Written Statement of Services, the Property Factors Code, or complaints relating to contractors which we have instructed on behalf of an owner.

Issues or concerns which would not be classified as a complaint are:

- Invoicing questions, as these should be raised to our office within 7 days of receiving your invoice.
- Daily issues such as reporting / chasing repairs, and general questions which should be raised directly with your property manager.
- Issues relating to anti-social behaviour by other residents / guests, as these should be raised with your local authority.

- Criminal issues within the building / development, which should be reported directly to Police Scotland.
 - Neighbour disputes / complaints as these are viewed as private matters between those individuals involved.
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If you still wish to make a complaint, we request that you follow the stages below:

Stage 1

Your complaint should be made in writing to enquiries3@factorsdirect.co.uk or by post to Factors Direct Ltd, 34 Gibson Street, Glasgow, G12 8NX.

If you can kindly include the following information with your complaint:

- Full name and property address
- Full details of your complaint along with any evidence (photographs / written correspondence etc.)

We will acknowledge your complaint within 7 working days of receipt and will start our internal investigations to fully review your complaint. If we have any questions relating to your complaint, we may contact you for further information before issuing our response in full.

We will endeavour to offer a full response to your complaint within 21 working days. If we anticipate that it will take more than 21 working days to fully investigate your complaint, we will advise you when you should expect to receive a response in writing.

Once we have issued our full response to your complaint, which will detail our findings and planned actions to address issues raised, we would hope that this will conclude your complaint. If we do not receive a response from you, the complaint will be closed on our system within 21 working days of issuing our response.

Stage 2

If you remain dissatisfied with our response at stage 1, we request that you notify our office of this in writing (via the channels above) within 21 working days of receiving our response.

If you can kindly include the following information with your complaint:

- Reasons why you are dissatisfied with our response to your stage 1 complaint.
- Reference to the services within our Written Statement of Services which you believe we have not complied with.
- Any evidence you have relating to breaches with service (photographs / written correspondence etc.)

We will acknowledge your complaint within 7 working days of receipt and your complaint will be allocated to a senior member of our team to conduct a separate review / investigation. If we

have any questions relating to your complaint, we may contact you for further information before issuing our response in full.

We will endeavour to offer a full response to your complaint within 21 working days. If we anticipate that it will take more than 21 working days to fully investigate your complaint, we will advise you when you should expect to receive a response in writing.

Once we have issued our full response to your complaint, which will detail our findings and planned actions to address issues raised, we would hope that this will conclude your complaint. If we do not receive a response from you, the complaint will be closed on our system within 21 working days of issuing our response.

What happens if you are still dissatisfied with our stage 2 response?

If an amicable agreement cannot be reached after our stage 2 response, our complaints process has been exhausted, and you believe that a breach of the Property Factors (Scotland) Act 2011, Property Factor Code of Conduct has occurred, then an application can be made to the Housing and Property Chamber, First-tier Tribunal for Scotland:

Address: The Housing and Property Chamber First Tier Tribunal for Scotland, 4th Floor, 1 Atlantic Quay, 45 Robertson Street, Glasgow, G2 8JB

Website: <https://housingandpropertychamber.scot/>

Email: HPCAdmin@scotcourtribunals.gov.uk

Telephone: 0141 302 5900

Complaints regarding our contractors.

Any complaints or concerns you have regarding our contractors work or conduct should be notified to our office in writing via the channels listed above.

We will acknowledge your complaint within 7 working days of receipt and will pass this to the contractor involved to allow them to respond to your complaint. We will keep you updated on timeframes for resolution and correspondence with the contractor.

We request that owners making a complaint provide us with as much evidence as possible e.g., photographs, to allow us to highlight to the contractor any shortfall in the services provided.

The contractor will be given the chance to correct the problem. However, if this is not completed to a reasonable level, Factors Direct may instruct an alternative contractor to resolve the issue and deduct the costs from the original contractor or refuse to pay the original contractor's invoice.
