

Complaints Procedure

Your feedback matters

We're the people everybody turns to for maintenance and the upkeep of their property. So please, tell us what you think and say it as you see it. If you have a problem or complaint, your feedback matters to us.





We're listening

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A Guide to Managing Complaints

Your thoughts and feelings are important

We welcome customer feedback at any time. It helps us to understand how well we are doing and where we may need to make further improvements to our service.

We always strive for excellence, but sometimes things can go wrong or you may feel that we have not met your needs fully or in the way that you would have liked.

If this should ever happen, please get in touch with your Development Manager or our Customer Service team.



How to contact us



Post
FirstPort
Marlborough House
Wigmore Place
Luton
LU2 9EX



Telephone
0333 321 4077
(Monday to Friday, 9am to 5pm)



Email
scotlandfeedback@firstport.co.uk

Making a Complaint

Need help? Just tell us

Whenever you call or email us, please give us your customer account number and address, so that we can quickly identify your development. You'll find your customer account number on your latest service charge bill.

Your Development Manager or our Customer Service team will listen to your concerns and ask what you would like them to do. They should be able to sort things out quickly for you and, if they feel they cannot deal with the matter themselves, they will be able to put you in touch with someone who can help.

This is the fastest and easiest way to resolve most problems. However, if that is not the case, you can ask us to review the matter through our formal complaints procedure. If you rent your property, please refer this matter in the first instance to your landlord.

For some issues, we will let you know what we can do or put you in touch with someone else who may be able to help, such as Citizens Advice Bureau, your local authority or trades people.

Examples of issues that are not normally covered by our complaints procedure include:

General enquiries and requests

Complaints made by one resident about another

Defects inside your own property, unless they are caused by a problem within the communal areas that we manage

Issues and Topics

Common concerns and talking points



Here are some examples of issues that you may wish us to look into through our formal complaints procedure:

You feel that we have failed to follow our own policies and procedures, or the law

We have failed to act appropriately say, to carry out a repair promptly, or have been negligent

We have not responded to you fully or in a reasonable time

You believe we have discriminated or acted unfairly against you

You have a problem with the behaviour or actions of one of our employees or contractors

We know that making a complaint can be stressful, so we aim to make the experience as simple and straightforward as possible.

Our three step process will help us to review and resolve your concerns quickly, fairly and fully.

We may occasionally suggest alternatives, such as independent mediators, if we think it makes more sense.



How to Make a Complaint

Our three step process

Here is a quick guide to getting any complaint sorted:

STAGE 1

You can ask any of our staff to raise a Stage 1 complaint for you. You can do this in person, over the phone, by email or in writing.

Acknowledgement

If our review takes some time, we will acknowledge your complaint by email or in writing within three working days.

Completion of investigation

We should be able to complete our investigations and give you a full reply in writing within ten working days. We will communicate this to you in our acknowledgement.

STAGE 2

If you are unhappy with the response to your complaint, you can then ask our Senior Management team to take a fresh look at it.

Final review

If you are unhappy with the response to our complaint, it will be reviewed either by the FirstPort Retirement complaints panel (if appropriate) or by our senior management team.

Response

You will normally receive our final response in writing within four weeks, and within ten working days of any advised panel meeting.

STAGE 3

If we cannot fully resolve matters for you – and have reached deadlock, you can seek an independent external review of our actions.

External review

We will advise you of the relevant option(s) in our Stage 2 response. Should you wish to take this further, an application can then be made to the First-tier Tribunal for Scotland (Housing and Property Chamber).

We always try to fully resolve concerns ourselves, and we successfully achieve this for the vast majority of complaints we receive.

STAGE 1

Formal review

You can ask any of our staff to raise a Stage 1 complaint for you.

This can be done in person, over the phone, by email or in writing.

If you are writing to or emailing us, please clearly state that you are making a Stage 1 complaint so that we can quickly get this to the attention of the right person. Your customer number will help as well.

Please do not address or copy your complaint to any named individuals, as this can hold things up – they may be away from the office or on leave.

The fastest way to get your complaint resolved, in the first instance, is for you to get in touch with your Development Manager or our Customer Service team.

Once they have opened discussions with you, and endeavoured to sort your issue, we will then ask your Area Manager to investigate your complaint in detail.

Any complaints made about our staff will be reviewed with our Human Resources team.

If we think the review could take some time, in accordance with the Property Factors (Scotland) Act 2011 and your written statement of services, we will acknowledge your complaint, by email or in writing, within three working days, setting out the steps we intend to take and explaining how and when we expect to be able to come back to you fully.

If we think the Stage 1 review could take some time, we will acknowledge your complaint by email or in writing within three working days, setting out the steps we intend to take and when we will come back to you.

Whether we discuss our response with you in person, by phone or email, we will always confirm it in writing.

Stage 1 - Complaints



Post
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scotlandfeedback@firstport.co.uk


 STAGE
2

Final review by Senior Management Team

If you are unhappy with the response to your complaint you can ask our Senior Management team to take a fresh look at it. Please use the contact details on page 5, clearly stating that you are now seeking a 'Stage 2' complaint review.

We will let you know how this will be carried out, depending on the exact nature of your concerns. Most Stage 2 complaints will be reviewed by the Senior Management team or (if appropriate) by the FirstPort Retirement Complaints panel, both of which meet monthly.

Depending on the topic and its urgency, it may sometimes be better for someone else to carry out the review for you, in which case we will let you know.

Either way, your complaint will be carefully reviewed and we'll take full account of all the issues and any actions taken or proposed. We will always seek the best possible outcome for you, and use this to guide our final decision, which will be made by our Regional Manager.

If we cannot reach agreement with you, and you wish to take this further, an application can then be made to the First-tier Tribunal for Scotland (Housing and Property Chamber).

In accordance with the Factors Act and your written statement of services, we will acknowledge your complaint being escalated to this stage. You will normally then receive our final response in writing within four weeks, and within ten working days of any advised panel meeting .

However, if we feel we need more time or information to reach a suitable conclusion, we will let you know.


 STAGE
3

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

We always try to fully resolve concerns ourselves, and we successfully achieve this for the vast majority of complaints we receive.

However, if we cannot do so and have reached deadlock, an application can then be made to the First-tier Tribunal for Scotland (Housing and Property Chamber). Prior to this, you must notify us in writing, of the specific reason why you consider we have failed to carry out our duties or failed to comply with the Property Factors (Scotland) Act 2011, Code of Conduct.

The First-tier Tribunal for Scotland (Housing and Property Chamber) is completely independent of FirstPort Property Services Scotland and can be contacted on the details below.

We fully respect the independence of this body and will always honour their rulings.

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



Post
Scottish Courts and
Tribunals Service (SCTS),
4th Floor, 1 Atlantic Quay,
45 Robertson Street, Glasgow, G2 8JB



Email
HPCadmin@scotcourtribunals.gov.uk



Website
www.housingandpropertychamber.scot



Telephone
0141 302 5900

Our Drive for Improvement

Onwards and upwards



Once your complaint is resolved, we may contact you among a regular sample of customers to invite you to give your feedback. You can then tell us how we dealt with your concerns and let us know if there is anything else you would like us to do.

One of our senior managers may ask you for this directly, or we may invite you to take part in a short survey. You can also share with us any other ideas you have as to how we could improve our service.

You can do this at any time using the contact information on the inside back cover.

We regularly review this information, together with other feedback from our customer forums, development meetings and formal research surveys.

Independent advice

The Property Managers' Association Scotland Limited (PMAS) is the leading Association representing professional Property Factor firms in Scotland.

They promote high standards and best practice within the property management industry, providing members with advice on legislative changes, arranging vocational training, seminars and hosting an annual conference.

Telephone

0141 248 3434

Website

www.pmas.org.uk

Get in Touch

Whenever you need advice or information, we're here to help.

Your feedback matters

We develop and evolve our services in line with what we believe our residents need and expect. So the more you can share with us about the kind of services you'd like to have, the better we can meet your needs.

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More than just bricks and mortar

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