



114 Union Street
Glasgow, G1 3QQ
Tel: 0141 221 7993
www.fineholm.co.uk

COMPLAINTS HANDLING PROCEDURES

We are committed to providing a high quality service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us in writing or via email at enquiries@fineholm.co.uk with the details. A senior member of staff will be assigned to deal with the complaint, with the assurance that it will be treated sensitively and confidentially.

Our complaints procedure relating to Fineholm

What will happen next?

1. An acknowledgement letter or email confirming receipt of the complaint will be issued by the appointed staff member within 3 working days of its receipt and will outline the review process that will be followed.
2. The senior member of staff will then investigate your complaint.
3. If deemed necessary we will invite you to a meeting to discuss and hopefully resolve your complaint.
4. If a meeting isn't necessary or if you do not want a meeting, the member of staff will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 15 working days of sending you the acknowledgement letter. In exceptional cases, where the timescale needs to be extended beyond this limit, we will keep you fully informed and an explanation will be provided.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another senior member of staff, unconnected with the matter to review the decision.
6. We will write to you within 15 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, after the last stage of the in-house procedure you can then contact either/or the Property Ombudsman and the First Tier Tribunal within 12 months of our final view to request an independent review, without charge to investigate the complaint. TPO Complaints enquiries 01722 333 306 admin @tpos.co.uk
www.tpos.co.uk. First Tier Tribunal enquiries 0141 302 5900
HPCAdmin@scotcourtribunals.gov.uk
<https://www.housingandpropertychamber.scot/apply-tribunal>

Our Complaints Procedure relating to contractors or third parties

What will happen next?

1. An acknowledgement letter or email confirming receipt of the complaint will be issued by the appointed staff member within 3 working days of its receipt and will outline the review process that will be followed.
2. The senior member of staff will then investigate your complaint with the contractor/third party.
3. If deemed necessary we will invite you to a meeting with the contractor/third party to discuss and hopefully resolve your complaint.
4. If a meeting isn't necessary or if you do not want a meeting, the member of staff will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 15 working days of sending you the acknowledgement letter. In exceptional cases, where the timescale needs to be extended beyond this limit, we will keep you fully informed and an explanation will be provided.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another senior member of staff, unconnected with the matter to review the decision.
6. We will write to you within 15 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you remain dissatisfied at this stage, we will outline the recourse available, which will be dependent on your association with the contractor/third party and the particulars of your complaint. For example, obtaining legal advice.
8. If your complaint relates to a breach of the Code of Practice, contact either/or the Property Ombudsman and the First Tier Tribunal within 12 months of our final view to request an independent review, without charge to investigate the complaint. TPO Complaints enquiries 01722 333 306 admin @tpos.co.uk www.tpos.co.uk.
First Tier Tribunal enquiries 0141 302 5900 HPCAdmin@scotcourtribunals.gov.uk
<https://www.housingandpropertychamber.scot/apply-tribunal>