



## Complaints Procedure

Updated June 2020

If you have a problem, we can help. We aim to offer you the best possible service, but there may be occasions when you feel you have cause for a formal complaint. If so, we will always aim to resolve the problem quickly and to your satisfaction. If you are unhappy with our response, you can take your complaint further through our formal complaints procedure.

Our staff attempt to resolve complaints as soon as is reasonably practicable. We are committed to acknowledging receipt within 5 working days and endeavour to resolve the complaint as quickly as possible. If we are unable to do so within 4 weeks, we will write with an explanation of the reasons why and the further action we will take.

Often the people you first raise the matter with are able to help, but there may be occasions when a more senior person needs to be involved. If you don't know who to contact, you can:

- Telephone Customer Services on 01651 873838
- Make contact by emailing [customerservices@pmcproperty.com](mailto:customerservices@pmcproperty.com)
- Write to Little Square, Oldmeldrum, Aberdeenshire AB51 0AY
- Post a comment on our website

Our lines are open between 9:30am and 4:00pm Monday to Thursday and on Friday from 9:30am until 1.00pm. We will then arrange for the appropriate individual to look into and respond to your concerns.

Our Three Stage Formal Complaints Procedure is in full below:

1. Please write to your development **Property Manager** who will aim to resolve your concerns within 5 working days. Sometimes it may take longer to look into the matter fully. If this happens, we will let you know within 5 working days when a response will be issued and the reason for the delay.
2. In the unlikely event that you remain unhappy with the response from your Property Manager, you can ask for your complaint to be referred to the **Senior Property Manager** for further review. The Senior Property Manager will acknowledge to you that your complaint is being reviewed within 5 working days of the matter being referred to them. The Senior Property Manager will aim to resolve the matter within 4 weeks. If the issue you have raised is complex or our proposed response to you is dependent upon information that PMC is waiting for they will write and advise of this delay and provide an anticipated response date.



3. Upon receipt of the final response from our Senior Property Manager should your concerns remain unresolved to your satisfaction you can ask for your complaint to be referred to the **Managing Director** for further review. The Managing Director will acknowledge to you that your complaint is being reviewed within 5 working days of the matter being referred to them. The Managing Director will aim to resolve the matter within 4 weeks. If the issue you have raised is complex or our proposed response to you is dependent upon information that PMC is waiting for they will write and advise of this delay and provide an anticipated response date.

At every stage a complaint will be reviewed for progress every 14 days and a report on progress sent to the instigator of the complaint. All complaints will be dealt with within a reasonable timescale having regard to the nature of the complaint, the circumstances of same and the complexity and difficulty of the work required to effect a resolution of the complaint issues.

Should you still be dissatisfied with the response, you will have fully exhausted the PMC Three Stage Complaints Procedure and you may refer your complaint to:

First-tier Tribunal for Scotland  
Housing and Property Chamber,  
Glasgow Tribunals Centre,  
20 York Street,  
Glasgow G2 8GT

PMC Property Management & Lettings fully supports and is a licensed member of the Scottish Governments Property Factors Act redress scheme. Following our complaints procedure does not affect your legal rights.

*Further information can be found in the Key Factor Booklet*

### Alternative Dispute

Resolution PMC are also members of the Property Redress Scheme, which is offered as an alternative dispute resolution mechanism. This is an alternative to the First Tier Tribunal mentioned above. Further information can be found at

<https://www.theprs.co.uk/>



## Complaints against Contractors

Should you have a complaint involving or concerning a Contractor, you should contact your Property Manager and set down the nature of the complaint, and the Contractor that you are complaining about. The Property Manager will seek to obtain a copy of the Contractor's Complaints Procedure and to pass this to you. The Property Manager will seek to meet with the Contractor, and yourself, to address the complaint and to seek resolution of it. The Property Manager will utilise the Contractor's Complaints procedure with you, until a resolution is found or the Complaints Procedure is exhausted.

PMC will co-operate with the timescale laid out in the Contractor's Complaints Procedure. If there is not an adequate timescale laid down in the Contractor's Complaints Procedure, PMC personnel will look to adhere to the PMC timeframes laid out above.

If, at any time you feel that the Property Manager is not dealing with your complaint to the Contractor in a satisfactory manner, you can request that the progress be reviewed by a Senior Property Manager. The Senior Property Manager will acknowledge to you that your complaint is being reviewed within 5 working days of the matter being referred to them. The Senior Property Manager will aim to resolve the matter within 4 weeks. If the issue you have raised is complex or our proposed response to you is dependent upon information that PMC is waiting for they will write and advise of this delay and provide an anticipated response date.

Please see our website [www.pmcproperty.com](http://www.pmcproperty.com) for any updates to this document.



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