

In-house Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks. We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1 – Your Complaint

Please put your complaint in writing, either by letter or email, and address it to Helen Mackie, Housing Manager:

helen.mackie@chtrust.co.uk or Communities Housing Trust, Suite 4, Second Floor, Moray House, 16 – 18 Bank Street, Inverness, IV1 1QY.

Please include as much detail as possible, include dates, names and any members of staff you dealt with, and where you are able to enclosing / attaching supporting evidence.

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged **within 3 working days** and we will start our in-house complaints process.

Stage 3- Our Final Investigation

Your complaint will be investigated and the Housing Manager will provide a formal written response **within 15 working days** addressing your specific complaints and proposing resolutions where appropriate.

Stage 4 – Ombudsman and First Tier Tribunal

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to the Ombudsman or the First-Tier Tribunal:

The Property Ombudsman
Milford House
43 – 55 Milford Street
Salisbury
SP1 2BP

01722 333306

admin@tpos.co.uk

www.tpos.co.uk

First-Tier Tribunal for Scotland
(Housing and Property)
1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB
0141 302 5900

www.housingandpropertychamber.scot



The Complaints Process – Timeline

