

# Complaints Procedure

This formal Complaints Procedure can be used where a grievance or complaint arises and cannot be resolved through our standard processes as described in our Customer Care Charter.

This includes complaints associated with contractors and third parties appointed by Greenbelt to deliver services on our behalf.

Overall, our aim is to deal with all disputes as quickly and as fully as possible; and to keep homeowners informed if we require additional time.

Anyone who believes they have a valid grievance or complaint should email [customercare@greenbelt.co.uk](mailto:customercare@greenbelt.co.uk), or put this in writing to:

**The Customer Services Manager, McCafferty House, 99 Firhill Road, Glasgow G20 7BE**

Please ensure all correspondence (including emails) are marked “FAO The Customer Services Manager”, as this will assist us to direct the matter to the appropriate departmental manager and respond in a prompt manner.

Your complaint will be logged on our system immediately and we will begin to investigate with a response provided within 30 working days. Should our investigations take longer than our standard timelines, an email or letter will be sent to provide an update on expected timescales.

We respectfully ask that, while the case is active, any incoming updates are kept to a minimum and relate only to new information – this will allow the process to proceed effectively and at pace. The reply will be sent by email or, if a preference has been stated, by first-class post.

## What if I'm not satisfied with the response?

If you are not satisfied with this response, we ask that you write to the Services Manager (UK), using the same details as above, within five working days of receipt, clarifying why you do not consider it to be satisfactory. They will review the complaint in full and respond by email, or first-class post if a preference has been stated, within 30 working days of receipt.

## What if I'm still not satisfied and wish to escalate the complaint?

If you remain unsatisfied at this juncture, we ask you please address your detailed concerns to the Director of Services within five working days of receipt.

The Director of Services will review the complaint in full and confirm their decision by email, or first-class post if a preference has been stated, within 30 working days of receipt. The decision of the Director of Services is final.

### **What if I don't agree with this final decision and wish to appeal it?**

You can appeal the Director of Services' final decision by writing to the Managing Director within 14 working days of receipt of decision, stating why you wish to appeal.

The Managing Director will review the appeal in full and confirm their decision by email, or registered post if a preference has been stated, within 30 working days of receipt.

### **What if I am still dissatisfied with the final response and wish to appeal to a third-party?**

The decision of the Managing Director concludes our complaints procedure.

#### **Properties in Scotland**

If your property is in Scotland and you remain dissatisfied with the managing Director's decision, you may apply to the First-tier Tribunal for Scotland Housing and Property Chamber (First-tier Tribunal) for a determination as to whether we as a property factor have failed to comply with our duties under section 17 (5) of the Property Factor (Scotland) Act 2011 ("the 2011 Act") and/or the 2011 Act Code of Conduct for Property Factors. The website of the First-Tier Tribunal can be found at <https://housingandpropertychamber.scot>.

As stated above, you must first have notified us in writing of the reasons why you consider we have failed to comply with our duties and/or failed to comply with the 2011 Act Code and we must have refused to resolve your concerns or have unreasonably delayed in attempting to resolve them.

#### **Properties in England, Wales and Northern Ireland**

If your property is in England, Wales or Northern Ireland and you remain dissatisfied with the Managing Director's decision, you can consider dispute resolution under an offered impartial Ombudsman service. The Ombudsman will be a Chartered Surveyor and will be independently appointed by the Royal Institute of Chartered Surveyors (RICS) who will ensure they are appropriately qualified. RICS is a professional body with no official ties to Greenbelt or any parties involved.

To make a request for dispute resolution under this Ombudsman service in England, Wales or Northern Ireland, you must notify us of the reasons why you consider we have failed to resolve your complaint and reasons why you think our established procedures of complaint resolution have been unsuccessful.

