

Rollos Property Letting
Rollos Town & Gown
Tenant Complaints Handling Procedure

Our Complaints Handling Procedure is intended to:

1. Provide certainty for both the firm and individuals;
2. Ensure a fair and transparent process is adhered to;
3. Enable a written policy to be provided on request, to satisfy the expectations of externally consumers and the Law Society of Scotland.

If you have a complaint then this note sets out the procedure which we will follow in dealing with that complaint:-

- A. We will acknowledge receipt of your complaint in writing within 5 working days of receiving it, giving you a named contact who will be dealing with the complaint and you should not hesitate to contact Heather Davidson, Practice Manager if you have a complaint regarding Rollos Property Letting or Rollos Town & Gown.
- B. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
- C. Depending on the complexity of the complaint and amount of investigation we require to carry out, possibly involving arranging a further inspection of the property if appropriate, we would hope to give an initial response to the complaint within 10 working days, to which the consumer will be invited to respond. If further time is required, a Holding Letter providing a clear expectation will be issued.
- D. Within 21 days of receipt of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

There may occasionally be circumstances outwith our control which prevent us from adhering to this timeframe. These include: -

- when the office is closed at weekends and for public holidays;
- where adverse weather or sickness has led to staff shortages;
- where we cannot respond in full without the input of a third party (e.g. contractor, landlord, tenant) who is not available;
- where we cannot respond in full without visiting the rental property and the tenant is restricting access;
- where we cannot respond in full without the input of a key member of staff who is not available.

We will contact you if we are unable to respond within this timeframe and let you know when we aim to respond by.

- E. If you are dissatisfied with any aspect of our handling of your complaint, you should contact David Harley, Partner who will personally conduct a separate review of your complaint and contact you within 21 days to inform you of the conclusion of this review.
- F. You may apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if we have breached the Scottish Letting Agent Code of Practice and you remain dissatisfied once the above stages have been exhausted, or if we do not process your complaint within a reasonable timescale. You can contact the Housing & Property Chamber at: -

4th floor
1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB
0141 3025900

Rollos Property Letting and Rollos Town & Gown are registered with the Scottish Letting Agent Register (registration number 1811028) and is required to adhere to the Scottish Letting Agent Code of Practice which can be found at <http://www.legislation.gov.uk/ssi/2016/133/schedule/made>.

In accordance with the code we will retain (in electronic or paper form) all correspondence about a complaint for five years.