How to make a complaint about our factoring service

If you are dissatisfied with the factoring service provided, please contact us to let us know. Complaints can be made by phone, in person, in writing, via e-mail or via our website. As per the Property Factors Code of Conduct - we do require that you follow up a complaint you have made over the phone or in person; in writing.

Upon receipt of your complaint, it will be logged as a Stage 1 Complaint. Stage 1 Complaints are investigated and responded to within 5 working days. We will notify you when we respond that should you remain dissatisfied, you can escalate the complaint to Stage 2. We have 20 working days to investigate and respond to a Stage 2 Complaint. We will write out to notify you in our final response that you have now exhausted our Complaints Procedure. We will retain all correspondence relating to a homeowner's complaint for a period of at least 3 years from the date of the receipt of the first complaint.

If after exhausting our complaint process you wish to escalate the matter further, you can ask the First-tier Tribunal for Scotland (Housing and Property Chamber) to investigate your complaint if you feel that we have breached the Code of Conduct for Property Factors.

Further information on the Code of Conduct and First Tier Tribunal can be found online at www.housingandpropertychamber.scot. Alternatively, you can contact them at the details below: Housing and Property Chamber First-tier Tribunal for Scotland Glasgow Tribunals Centre 20 York Street Glasgow G2 8GT Telephone: 0141 302 5900 Fax 0141 302 5901 Email: HPCAdmin@scotcourtstribunals.gov.uk – for completed applications only.

Contractors employed by Harbour Homes Scotland Ltd are required to abide by their contractual terms and legal duties (eg Health & Safety). All complaints raised by owners including those against external

contractors employed by Harbour Homes Scotland Ltd will be dealt with using the above framework for complaints.