



Complaint procedure

1. Introduction

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally.

First you should speak to the General Manager.

If the suggestion is something that Albany Lettings as a company needs to consider you can send it to:

General Manager
Albany Lettings Ltd
168 Bruntsfield Place
Edinburgh
EH10 4ER

0131 229 3999
tom@albanylettings.com

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

4. Who can complain

Anyone affected by the way Albany Lettings provides services can make a complaint.

5. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative
- by letter

- by email

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The General Manager has overall responsibility for dealing with all complaints made about their service.

8. How we handle complaints

The General Manager or Albany Lettings may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact Neil Johnston at:

Albany Lettings Ltd
168 Bruntsfield Place
Edinburgh
EH10 4ER

0131 229 3999
neil@albanylettings.com

11. First Tier Tribunal

Should you remain unsatisfied you are able to apply to the FTT details of which may be found here: <https://www.gov.uk/housing-tribunals/apply-to-the-tribunal>