



Handling feedback and complaints

At Highland Residential we aim to provide a good quality service. However, we recognise that sometimes things can go wrong and the services we provide may not meet our customers changing needs. If you feel that Highland Residential is not providing you with a good service, it is important that you tell us what you are unhappy with. We will always try to make sure that the services we provide meet the requirements of our customers.

We love to receive your positive messages and reviews. You should contact the **property** or **factoring** services team directly if you have any sort of enquiry or wish to discuss the quality of service, good or bad.

Where an immediate response to a customer query cannot be sent Highland Residential will send an acknowledgement to every letter /email / text within three working days and a full answer will be given within 10 working days.

Highland Residential will answer phone calls promptly or arrange for a message to be taken and aim to return all calls within 24 hours. An out-of-office message will be recorded for all prolonged periods of staff absence. The out of office message will detail an alternative point of contact.

If you are not satisfied with the quality of the service you should firstly contact the property or factoring services team directly. If you want to make a complaint you should do so via our complaint handling procedure. Alternatively, a hard copy can be sent out to you.

Information about our complaints handling procedure

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

Your complaint may involve more than one of our services or be about someone working on our behalf.

We will always tell you who is dealing with your complaint.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

You can complain in person at either of our offices, by phone, in writing, email or via our [on-line feedback form](#).

It is usually easier for us to resolve complaints that you make quickly and directly to the service concerned. So please talk to a member of staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to do to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint:

- within six months of the event you want to complain about, or
- within six months of you finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please contact us to explain why.

What happens when I have complained?

Our complaints procedure has two stages.

Stage 1 - frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2.

Stage 2 - investigation

Deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. If you are making a complaint at Stage 2, please provide as much information as possible in relation to the complaint, as this will make it easier and quicker for our staff to help you.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain unhappy and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days we will tell you. We will agree revised time limits with you and keep you updated on progress.

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

We are also committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, tell us in person.

Our Contact Details

Please contact us by the following means:

- Our feedback form can be [completed online here](#)
- Or you can write to us at the following address:

Business Development Manager
Highland Residential (Inverness) Ltd
98-104 High Street
INVERGORDON
IV18 0DL

You can also telephone us on:

Property Services: 01463 701271

Factoring services: 01349 855849

Factoring complaints

The Property Factors (Scotland) Act 2011 introduced a Code of Conduct for all property factors to follow. The Act also introduced the requirement for all property factors to be registered and a homeowner housing panel to help resolve any disagreements between a factor and their customer(s). In 2016 the homeowner housing panel was renamed the Housing and Property Chamber First-tier Tribunal for Scotland.

If you have exhausted our relevant complaint procedures, you can make an application to the Housing and Property Chamber First-tier Tribunal for Scotland. You must advise us, in writing that you intend to do this stating the reasons why you consider that we have failed to carry out our duties or failed to comply with the Code of Conduct. The Housing and Property Chamber First-tier Tribunal for Scotland can provide a decision on whether or not Highland Residential has failed to carry out our factoring duties, or failed to comply with the Code of Conduct.

Letting services complaints

The Housing (Scotland) Act 2014 has introduced the Letting Agent Code of Practice (Scotland) Regulations 2016 for all letting agents to follow. The Act also introduced the requirement for all letting agents to be registered and a homeowner housing panel to help resolve any disagreements between a letting agent and their customer(s). In 2016 the homeowner housing panel was renamed the Housing and Property Chamber First-tier Tribunal for Scotland.

If you have exhausted our relevant complaint procedures, you can make an application to the Housing and Property Chamber First-tier Tribunal for Scotland. You must advise us, in writing that you intend to do this stating the reasons why you consider that we have failed to carry out our duties or failed to comply with the Code of Practice. The Housing and Property Chamber First-tier Tribunal for Scotland can provide a decision on whether or not Highland Residential has failed to carry out our duties, or failed to comply with the Code of Practice.

You can contact the Housing and Property Chamber at:

Housing and Property Chamber First-tier Tribunal for Scotland
4th Floor, 1 Atlantic Quay
45 Robertson Street
GLASGOW G2 8J

Email: HPCAdmin@scotcourtribunals.gov.uk

Telephone: 0141 302 5900