



## Customer Complaints

Do you have a complaint?

This guide will take you  
through the process.

doing it the  
right way



## Office Contact Details:

### Glasgow Bellahouston

Head Office / Client Support

James Gibb residential factors  
Bellahouston Business Centre  
423 Paisley Road West  
Glasgow G51 1PZ

Tel : 0333 240 8325

Email : [enquiries@jamesgibb.co.uk](mailto:enquiries@jamesgibb.co.uk)

### Glasgow Greendyke Street

James Gibb residential factors  
65 Greendyke Street  
Glasgow G1 5PX

Tel: 0333 240 8325

Email: [enquiries@jamesgibb.co.uk](mailto:enquiries@jamesgibb.co.uk)

### Edinburgh

James Gibb residential factors  
4 Atholl Place  
Edinburgh EH3 8HT

Tel: 0333 240 8325

Email: [enquiries@jamesgibb.co.uk](mailto:enquiries@jamesgibb.co.uk)

### Aberdeen

James Gibb residential factors  
2 Thistle Street  
Aberdeen AB10 1XZ

Tel: 0333 240 8325

Email: [enquiries@jamesgibb.co.uk](mailto:enquiries@jamesgibb.co.uk)

### Dundee

James Gibb residential factors  
Unit 20 Prospect 111 Gemini Crescent  
Dundee Technology Park Dundee DD2 1SW

Tel: 0333 240 8325

Email: [enquiries@jamesgibb.co.uk](mailto:enquiries@jamesgibb.co.uk)

[www.jamesgibb.co.uk](http://www.jamesgibb.co.uk)

doing it  
the right way

At James Gibb residential factors, we always strive to offer an exemplary level of service.

If, however, you have reason to make a formal complaint, this short guide will steer you through the process.

We treat any complaint with a professional and honest approach and our aim is to resolve any complaints that arise as quickly as possible.

Our in-house procedure allows us to identify the causes of the complaint and make changes where necessary to improve our service delivery.

## Contact us

Complaints should be sent to:

James Gibb residential factors  
Bellahouston Business Centre  
423 Paisley Road West  
Glasgow G51 1PZ

Tel: 0333 240 8325

Email: [complaints@jamesgibb.co.uk](mailto:complaints@jamesgibb.co.uk)

Authorised and regulated by the Financial Conduct Authority for insurance mediation purposes only.

James Gibb residential factors is a trading name of James Gibb Property Management Ltd, registered as a limited company in Scotland (No. SC 299465). VAT Reg No. 268 6033 43.

Registered office: Bellahouston Business Centre, 423 Paisley Road West, Glasgow, G51 1PZ.

Registered Factor No. PF000103

## How do I make a complaint?

In the first instance, a quick call, e-mail or visit to our Client Support Team (contact details on page 2) will usually be all that is required to resolve any issues you may have.

If this doesn't work, or you wish to raise a formal complaint, we have an in-house process that deals with this.

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## What justifies a formal complaint?

A formal complaint is defined as any aspect of our service that fails to meet the standards set by the Property Factors (Scotland) Act 2011, its associated Code of Conduct or our Written Statement of Services.

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## Complaint Conduct

All staff dealing with complaints and complainants will always have a polite, courteous and professional approach.

Those making a complaint are required to conduct themselves in the same manner.

If you wish to make a formal complaint, we have a complaint process to ensure it is handled and managed correctly.

All formal complaints are assessed. In some cases, if we feel that the issues of the complaint can be quickly and easily resolved, they may be initially sent to a local relevant member of our staff to resolve.

If you remain dissatisfied, you may wish to escalate your complaint to the formal stages of the complaints process.



# The Formal Complaints Process

## STAGE 1: Creation and receipt of a complaint

A formal complaint can be raised by any of the following methods:

- **Telephone:** 0333 240 8325 (we would ask that you confirm details by e-mail, letter or by completing our complaints form)
- **Email:** [complaints@jamesgibb.co.uk](mailto:complaints@jamesgibb.co.uk)
- **Letter:** James Gibb residential factors  
Bellahouston Business Centre  
423 Paisley Road West, Glasgow G51 1PZ
- **In person** at your local James Gibb office (we would ask that you confirm details by e-mail, letter or by completing our complaints form).

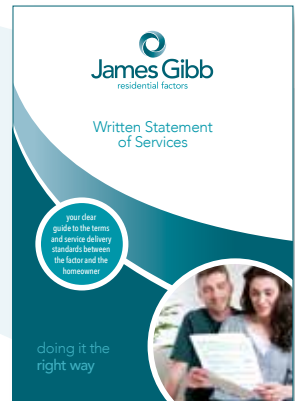
All formal complaints are logged and distributed by our Support Services Team, so please make contact only as detailed above to avoid delays.

Our Bellahouston contact details should be used in all instances, unless you are visiting your local James Gibb office.

The Information we require at this stage is:

- **Your name**
- **Your property address**
- **Your James Gibb account number**  
(this can be found on your invoice)
- **Concise and factual details of your complaint.**  
Please ensure that you reference the breaches of the Code of Conduct or Written Statement of Services.

We may ask you to complete our complaints form. Its purpose is to assist you and our staff in clearly identifying the detailed facts of your complaint and where you believe there has been a breach of either The Code of Conduct or our Written Statement of Services.



## STAGE 2: Registration and/or acknowledgement

On receipt of your formal complaint, our Support Services team will:

- acknowledge receipt of your complaint within 5 working days. If the complaint is accepted, it will be registered, a unique reference number allocated to it, and it will be passed to the relevant Senior Manager for investigation
- On acceptance of the complaint, you will also be issued with a complaint reference number
- If the complaint is rejected, you will be advised with 5 working days of receipt along with the reasons for rejection.

Please note, the complaint reference number should be used on any future correspondence regarding your complaint.

It's very important that all formal complaint communications are sent to our Support Services team as this is the best way for us to ensure the process is properly managed and investigated by the right people.

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## STAGE 3: Complaint investigation

Your complaint will be fully and formally investigated by an appropriate Senior Manager.

During the investigation, you may be contacted or visited by the Senior Manager to discuss certain aspects of your complaint.

All investigations will be fair, unbiased and professionally conducted. The formal investigation process should be completed within 25 working days from the date of the acknowledgement letter. If it is due to take longer than this, you will be notified in writing.

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## STAGE 4: Formal response to complaint

Once our internal investigation is complete, you will receive a formal response from the investigating Senior Manager. This will detail our findings, actions, plans, recommendations etc.

As our complaints process is thorough, fair and the findings are signed off by a Senior Manager, we would hope that this would conclude our investigation and the complaint will be closed within 5 working days of dispatch unless we hear from you.

## STAGE 5: Customer does not agree with findings

We hope that an amicable resolution would be reached with all complaints at conclusion of stage 4 of our process.

If, however, you feel that your complaint has not been satisfactorily addressed, please contact our Support Services team within 7 working days of receipt of the response.

Please include your complaint reference number and provide details of the aspects of our response you are not happy with. We may send you our Stage 5 complaints form along with your original complaint to clarify your reasons for your dissatisfaction.

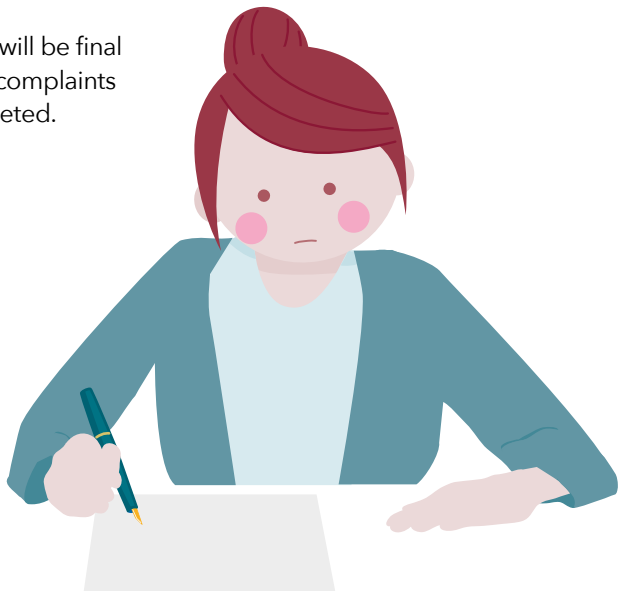
At this stage, on acceptance of your escalated complaint, the Support Services team will:

- Record your details and reasons for your dissatisfaction
- Send a formal acknowledgement of your escalated complaint to you within 7 working days
- Send the detail of your complaint to the relevant local Director who will re-open the investigation and review the documentation relating to your complaint.

On completion of this second investigation, you will receive a formal response from the Local Director with details of their findings.

You should receive this within 25 working days from the date of the acknowledgement letter. If it is due to take longer than this, you will be notified in writing.

The local Director's response will be final and at this stage, the internal complaints process will have been completed.



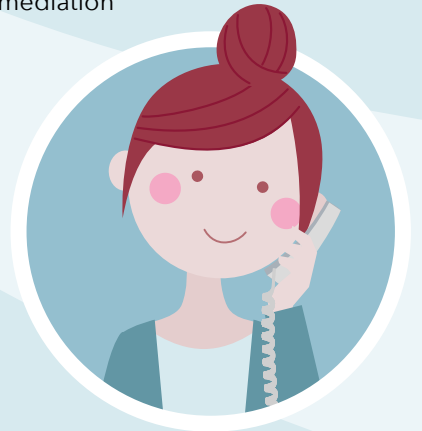
## What should I do if I'm still not happy with the final response?

If you are still not satisfied with our response, you can approach The Scottish Government's First-tier Tribunal for Scotland (Housing and Property Chamber).

If you do wish to contact The First-tier Tribunal, they will require you to advise them that either the internal complaints process has been exhausted or that we have unreasonably delayed our attempts to resolve. They will also expect that you will have notified us of your intent to take your complaint to them.

For complaints relating to our block insurance mediation process, a formal approach to the Financial Conduct Authority will be required.

Should you wish to use either of these options please contact our Support Services team who will provide you with the information required.



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## Complaints about a contractor

Any complaints received regarding contractors will be passed to the contractor to allow them to respond. We require homeowners, making a complaint, to provide us with evidence e.g. photographs, to allow us to demonstrate to contractors any shortfall in the service level agreed. The contractor will be afforded the opportunity to correct the problem. However, if this is not achieved, James Gibb may instruct an alternative contractor to resolve the issue and deduct the cost incurred or refuse to pay the original contractor's invoice.

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## Why do we have such a formal process?

We receive a very small number of customer complaints, but we believe that those we receive deserve to be managed effectively. Not just to address an individual concern but so that we can learn from the customer experience, improve our internal processes and implement staff training where required.

We record and store all complaints centrally within our Support Services Department. All formal complaints are reviewed regularly by our Senior Directors. This allows them to monitor the business so that improvements can be made, where required, to improve our level of service to our customers / homeowners.

The James Gibb+ mobile phone app can be downloaded absolutely free from either the Google Play Store (Android) or from the Apple App Store.



For further information, please contact us.

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Registered property factor no: PF000103



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