



## Customer Complaints

Do you have a complaint?

This guide will take you  
through the process.

doing it the  
right way



## Office Contact Details:

### Head Office

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423 Paisley Road West  
Glasgow G51 1PZ

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### Edinburgh

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Edinburgh EH3 8HT

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### Dundee

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

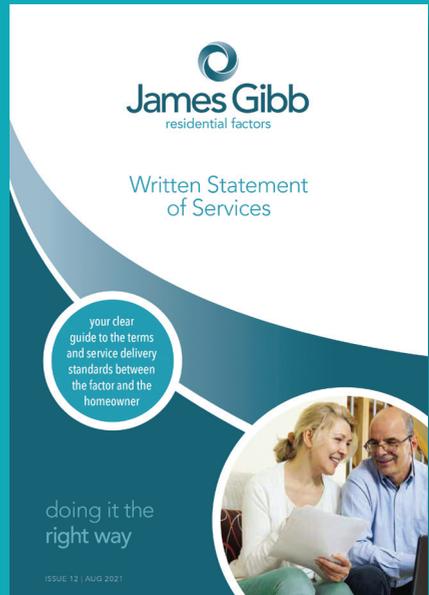
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doing it  
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Authorised and regulated by the Financial Conduct Authority for insurance mediation purposes only.

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

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

If you have reason to make a complaint, this short guide will steer you through the process. We treat any complaint with a professional and honest approach. Our aim is to resolve any complaint as quickly as possible. Our in-house approach allows us to identify the causes of the complaint and make changes where necessary to improve our service delivery.

Although we receive a very small number of customer complaints, we believe that these must be investigated and managed effectively so that we can learn from the customer experience, improve our internal processes and implement staff training where required. All complaints are reviewed regularly by our Directors to allow them to monitor the business and make sure that improvements are being implemented and sustained.

All our staff are dedicated to providing our customers with excellent service. If you have a particular query, concern or issue, we would ask you, in the first instance, to contact the relevant office/department to give us the opportunity to resolve at an early stage.

## What is the definition of a complaint?

A complaint is defined as dissatisfaction with any aspect of our service that fails to meet the standards set out in our Written Statement of Services, the Property Factors Code of Conduct, or the service of a contractor who we have instructed to carry out services on your behalf.

## What is not covered by our complaint process?

- Everyday matters such as reporting or chasing a repair - these should be reported to your regional office
- Invoice queries - these should be reported to your regional office
- Complaints by one resident about another resident
- Anti-social behaviour complaints - these should be reported to your local Council.



## How do I make a complaint?

In the event that we are unable to resolve any issue to your satisfaction, you may wish to make a complaint.

If you do wish to make a complaint, please contact your James Gibb office in writing. Complaints should be submitted by e-mail or letter and you should state clearly the reasons for your complaint and what you would like to see by way of resolution.

You will find the contact details for all our offices/departments at the end of this guide.

### 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

If any aspect of your complaint is unclear, we may ask you to clarify some details or provide further information. It is important that the person dealing with your complaint understands all points raised, allowing them to complete their investigation and provide a detailed response.

On receipt of your complaint, you will receive an acknowledgement within 10 working days, advising you of your unique complaint reference number.

**PLEASE NOTE:** The complaint reference number should be used on any future correspondence regarding your complaint. Once an acknowledgement has been issued, your complaint will then be passed to the relevant complaint handler for investigation.



## Complaint conduct

All staff working with you as a complainant will always have a polite, courteous and professional approach. Anyone making a complaint is asked to conduct themselves in the same manner.



## THE COMPLAINT PROCESS

### STAGE 1: Complaint investigation and response

Your complaint will be logged and acknowledged within 10 working days of receipt. It will then be fully investigated by a complaint handler. During the investigation, you may be contacted by the complaint handler for clarification or to discuss certain aspects of your complaint. All investigations will be fair, unbiased and professionally conducted.

The investigation process should be completed within 25 working days from the date of the complaint acknowledgement. If, for any reason, it is likely to take longer than this, you will be notified in writing.

Once our internal investigation is complete, you will receive a response from the investigating complaint handler. This will detail our findings and planned actions to address the issues raised. As our complaint 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 10 working days of writing to you.

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### STAGE 2: What if I disagree with the STAGE 1 response?

We hope that a resolution would be reached with all complaints at conclusion of Stage 1 of our process. If you feel that your complaint has not been satisfactorily addressed, please contact the relevant office/department within 10 working days of the date of issue of our Stage 1 response. Please include your complaint reference number and provide details of the aspects of our response you are not happy with. Our Written Statement of Services (WSS) sets out our service standards so you should reference any sections of our WSS which you feel have not been complied with.

It is important that clear reasons are provided to us why you disagree with any aspect of our Stage 1 response and we may ask for clarification if this is required in order to complete our Stage 2 response.

On receipt of your Stage 2 complaint, we will send an acknowledgement to you within 10 working days. Your Stage 2 complaint will be allocated to a senior manager who will re-open the investigation and review the documentation relating to your complaint.

On completion of our Stage 2 investigation, you will receive a final response from the senior manager which will detail their findings. You should receive this within 25 working days from the date of the acknowledgement letter. If, for any reason, it is likely to take longer than this, you will be notified in writing. At this point, our complaint process will have been exhausted.

## What if I disagree with the STAGE 2 response?

If you are not satisfied with our Stage 2 response, you can approach The Scottish Government's First-tier Tribunal for Scotland (Housing and Property Chamber). If you wish to contact The First-tier Tribunal, they will require you to advise them that either the internal complaint process has been exhausted or that we have unreasonably delayed our attempts to resolve your Stage 2 complaint. 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.

The postal address for First-tier Tribunal for Scotland (Housing and Property Chamber) is:

Housing and Property Chamber  
First-tier Tribunal for Scotland  
Glasgow Tribunals Centre  
20 York Street, Glasgow G2 8GT

Email: [HPCAdmin@scotcourtribunals.gov.uk](mailto:HPCAdmin@scotcourtribunals.gov.uk)

An application form is available from their website at [www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

Please note, you must be able to provide the following details to First-tier Tribunal

- Your written notification to James Gibb explaining why you consider we have failed to meet the required standards;
- Any response in writing provided by James Gibb to that notification;
- Any other correspondence between you and James Gibb relating to your concern and;
- Our Written Statement of Services provided by James Gibb as required by the Property Factors (Scotland) Act 2011: Code of Conduct for Property Factors.

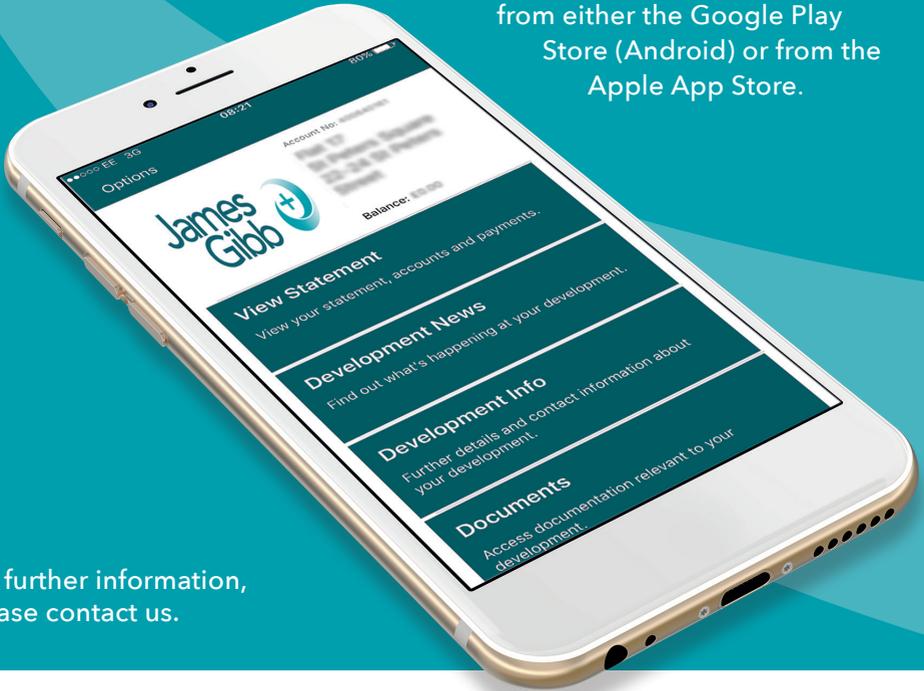


## COMPLAINT ABOUT A CONTRACTOR



Any complaint 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.

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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the right way

James  
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