



COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us using the contact details below. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to Management Complaints Team. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you can, enclosing/attaching any supporting evidence. All complaints must be either written by letter to the address below or emailed to the email account below.

Home to Home Management
8 Deer Park
Fairways Business Park
Livingston
EH54 8GA

Email: info@hometohomemanagement.com



Stage 2 – Our Acknowledgement

Your complaint will be acknowledged, and we will commence our in-house complaints process.

Timescale: Within 3 working days of receiving your complaint



Stage 3 – Our Investigation

Your complaint will be investigated, and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale: Within 15 working days of receiving your complaint



Stage 4 – Final Viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place. This will outline our final viewpoint on the matter.

Timescale: Within 15 working days of receiving your request for a further review



Stage 5 – Ombudsman & First Tier Tribunal

If you are still not satisfied after the final stage of the in-house complaint procedure (or more than 8 weeks have elapsed since the complaint was first made), you can request an independent review from The Property Ombudsman without charge.

Timescale: You must refer your complaint to the Ombudsman within 12 months of receiving your final viewpoint letter

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

Telephone: 01722 333306
Email: admin@tpos.co.uk
www.tpos.co.uk

First-Tier Tribunal for Scotland (Housing & Property)
1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB

Telephone: 0141 302 5900
Email: HPCAdmin@scotcourtribunals.gov.uk
www.housingandpropertychamber.scot

If you have followed the above process, and we have not addressed your complaints within eight weeks, you can refer your complaint to The Property Ombudsman or The First-Tier Tribunal as outlined in Stage 5. No charge will be made from any complaint handled.

Home to Home Management Ltd

www.hometohomemanagement.com

info@hometohomemanagement.com

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