ARCPROPERTY
MANAGEMENT & LETTINGS

## ArcProperty Complaints Procedure

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint about our service, or about the service of a contractor or third party who we have instructed to provide goods or services in relation to a property owned by or occupied by you, please provide full details of your complaint including copies of any documentary evidence to support your complaint, if appropriate, and send to:

Mark Fullerton MARLA, Senior Property Manager
ArcProperty Management & Lettings Limited, Sugar Bond, Floor 2, 2 Anderson Place, Edinburgh, EH5 5NP; mark.fullerton@arc-management.co.uk
**Registration Number: LARN2409008**

On receipt of your complaint, we will adhere to the following procedure: -

### Stage 1

We will acknowledge receipt of your complaint in writing within 3 working days of receiving it, enclosing a copy of this procedure.

### Stage 2

We will then investigate your complaint and will send you a detailed written reply, including suggestions for resolving the matter, within 15 working days of sending the acknowledgement letter.

There may occasionally be circumstances out with our control which prevent us from adhering to this timeframe. These include: -

- when the office is closed for public holidays;
- where adverse weather or sickness has led to staff shortages;
- where we cannot respond in full without the input of a third party (e.g. contractor, landlord, tenant) who is not available;
- where we cannot respond in full without visiting the rental property and the tenant is restricting access;
- where we cannot respond in full without the input of a key member of staff who is not available.

We will contact you if we are unable to respond within this timeframe and let you know when we aim to respond by.

### Stage 3

Upon receipt of our response under Stage 2 above, if you are still not satisfied, you can contact us again in writing and we will arrange for a Director to review the decision.

The Property Ombudsman

## Stage 4

Our Director, Samantha Curran, will write to you within 15 working days of us receiving your request for a review, confirming our final viewpoint on the matter and explaining our reasons.

## Stage 5

**If you are based in Scotland**

You may apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if we have breached the Scottish Letting Agent Code of Practice and you remain dissatisfied once the above stages have been exhausted, or if we do not process your complaint within a reasonable timescale.

You can contact the **Housing & Property Chamber** at: -

**Address:** Glasgow Tribunals Centre, 20 York Street, Glasgow, G2 8GT
Email: HPCAdmin@scotcourtstribunals.gov.uk
**Tel:** 0141 302 5900
**Website:** https://www.housingandpropertychamber.scot/

ArcProperty is required to adhere to the Scottish Letting Agent Code of Practice which can be found at http://www.legislation.gov.uk/ssi/2016/133/schedule/made.

In accordance with the code, we will retain (in electronic or paper form) all correspondence about a complaint for five years.

**If you are based in England**

If after the previous stages, we are unable to reach satisfaction regarding your complaint you can then escalate the matter to The Property Ombudsman. This is an independent statutory body who regulates and resolves disputes between consumers and property agents.

You will need to submit your complaint to TPO within 12 months of receiving our final viewpoint letter, including any evidence to support your case. TPO requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.

You can contact **The Property Ombudsman** at:

**Address**: Unit 159756, PO Box 7169, Poole, BH15 9EL
**Email:** admin@tpos.co.uk
**Telephone:** 01722 333306
**Website:** www.tpos.co.uk

## Other complaints procedures

ArcProperty are also members of the organisations noted below.

If you remain dissatisfied once stages 1-5 above have been exhausted, or we do not process your complaint within a reason timescale, they can be contacted to investigate further.

Council of Letting Agents (CLA) – www.councilofflettingagents.com
Address: Scottish Association of Landlords, Hopetoun Gate, 8b McDonald Road, Edinburgh, EH7 4LZ
Email: info@scottishlandlords.com
Telephone: 0131 564 0100

Propertymark – www.propertymark.com
Address: Regulation, Propertymark, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG
Email: compliance@propertymark.co.uk
Telephone: 01926 496 800