



The City Property Group Complaints Handling Procedure

**Customer Guide to Making a Complaint
(April 2021)**

The City Property Group (referred to in the document as 'City Property') is committed to providing a high-quality customer service to you. We value complaints and use information from them to help us improve our services.

If something goes wrong, or you are dissatisfied with our services, please tell us. This document describes our complaints procedure and how to make a complaint.

It also tells you about our service standards and what you can expect from us.

Please contact us by the following means:

Write to us

City Property (Glasgow) LLP
Exchange House
229 George Street
Glasgow
G1 1QU
Phone: 0141 287 6161
Email: info@citypropertyglasgow.co.uk

Use the online form

<https://www.citypropertyglasgow.co.uk/contact-us>

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.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service our standard of service
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

What can't I complain about?

There are some things we can't deal with through our complaints handling procedure. These include:

- A routine first-time request for a service – link to ['info@citypropertyglasgow.co.uk'](mailto:info@citypropertyglasgow.co.uk)
- A property management enquiry or requests (e.g rent reviews or lease renewals) - link to ['info@citypropertyglasgow.co.uk'](mailto:info@citypropertyglasgow.co.uk)
- Land or property ownership enquiry – Call DRS on 0141 287 8555
- Marketing enquiry – link to ['Marketing@citypropertyglasgow.co.uk'](mailto:Marketing@citypropertyglasgow.co.uk)
- Data Protection or Freedom of Information request – Email info@citypropertyglasgow.co.uk
- Allegations of fraud (whistle blowing) - link to fraud@glasgow.gov.uk
- Retail and farmers' markets enquiries – link to ['info@citymarketsglasgow.co.uk'](mailto:info@citymarketsglasgow.co.uk)
- Elected members enquiries (elected members may bring a complaint on your behalf to our attention provided it is clearly marked as a complaint. In these circumstances, and provided you have consented to your personal data being shared by the elected member with City Property, we will respond to you directly as part of the complaints process. It is important to note that this is not the same as the City Property responding to an elected member inquiry, which is covered by a different process and timescales.

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, by phone, in writing or online using our complaints form.

It is easier for us to address complaints if you make them quickly and directly to the section of City Property concerned. So please talk to a member of our staff at the relevant team you are complaining about. Then they can try to resolve the issue with you.

Complaints raised on social media outlets, like Facebook and Twitter, are not treated as formal complaints. If you use our official social media channels to complain, we will advise you of the methods available to make a formal complaint. We are not able to respond to complaints about City Property made on Facebook, Twitter pages etc which are not operated by City Property and accept no liability for this.

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 resolve the matter.
- how long do I have to make a complaint?

You must make your complaint within six months of:

- the event you want to complain about, or
- 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 tell us why.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage one - 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 one, 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 two. You may choose to do this immediately or sometime after you get our initial decision.

Stage two - Investigation

Stage two deals with two types of complaint: those that have not been resolved at Stage one and those that are complex and require a detailed investigation.

When using stage two we will:

- acknowledge receipt of your complaint within three working days
- we will confirm our understanding of the complaint we will investigate and what outcome you are looking for. We may need to contact you at this stage in the process to discuss your complaint and we will use our best endeavours to do so
- we will try to resolve your complaint where we can (in some cases we may suggest using an alternative complaint resolution approach, such as mediation)

- where we cannot resolve your complaint, we will give you a full response as soon as possible, normally 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.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we deal with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO is an independent organisation that investigates complaints. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support). You can ask the SPSO to look at your complaint if:

- you have gone all the way through our complaints handling procedure
- it is less than 12 months after you became aware of the matter you want to complain about; and
- the matter has not been (and is not being) considered in court.

The SPSO will ask you to complete a complaint form and provide a copy of our final response to your complaint. You can do this online at www.spsso.org.uk/complain/form or call on the Freephone number below.

You can contact the SPSO:

In Person

SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

By Post

Freepost SPSO

Online: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Freephone 0800 377 7330 or call 0131 225 5300.

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:

Phone 0131 260 5380

Fax 0131 260 5381

Website www.siaa.org.uk

We also have a **mandate form** for you to complete if you appoint someone to deal with your complaint on your behalf.

We are 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 format such as large font, or Braille, please phone us on **0141 287 6161**, Email us at info@citypropertyglasgow.co.uk, or by using our online form.