



## Edinburgh Block Management Complaints Handling Process

At Edinburgh Block Management, we are committed to providing excellent service across all aspects of the business. We wish to meet our clients' reasonable expectations but understand that sometimes issues can arise which will give cause for concern. If you have a complaint, please let us know as soon as you can, so we can make things right for you again.

### Step 1:

If you wish to complain about any aspect of our service, or that of a contractor instructed by us on your behalf, you can do so by contacting the Property Manager in writing, by email in the first instance. The Property Manager will investigate and get back to you within 3 working days.

Send your email to [info@edinburghblockmanagement.com](mailto:info@edinburghblockmanagement.com) and mark it for the attention of Martin McKeown.

### Step 2:

If you feel you have done all you can to resolve the issue with the Property Manager and cannot resolve the issue, the complaint will be investigated by another member of our team within 5 working days.

### Step 3:

If the response still does not provide the satisfaction you require, we would respectfully request that you provide us with written confirmation of the reasons you deem that the complaint has not been resolved. The complaint will then be reconsidered by a Senior Management Team within 20 working days.

If the final decision does not resolve your complaint, you may at that stage apply to our governing body, once the internal complaints procedure has been exhausted.

Enquires can be sent to [HPCAdmin@scotcourtribunals.gov.uk](mailto:HPCAdmin@scotcourtribunals.gov.uk) or to the following address:

First-tier Tribunal for Scotland (Housing and Property Chamber)

Glasgow Tribunals Centre

20 York Street

GLASGOW

G2 8GT

Tel: 0141 302 5900

The website for the First-tier Tribunal can be found here: <https://www.housingandpropertychamber.scot/>

Impartial advice on repairs, maintenance and the appointment of a property factor and other useful information: Under One roof - <https://underoneroof.scot/>