



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 may give cause for concern. If you have a complaint about ourselves or any service provider or maintenance contractor, please let us know as soon as you can, so we can attempt to make things right for you again.

Step 1:

If you wish to complain about any aspect of our service, our service providers or that of a maintenance contractor instructed by us on your behalf, you can do so by contacting the Property Manager in writing, by email in the first instance.

Information EBM require:

- The name of you, the complainant(s)
- The property address referred to
- Concise, factual details about your complaint, with photographic evidence if possible.

The Property Manager will investigate and get back to you with a response within 10 working days.

Send your email to info@edinburghblockmanagement.com and mark it for the attention of "Property Manager".

Step 2:

If you feel you have done all you can to resolve the issue with the Property Manager and cannot resolve the matter following the step 1 response, the complainant may within 10 working days of the step 1 response, request the matter to will be investigated by another member of our team with a response expected within 15 working days.

Step 3:

If the response still does not provide the satisfaction you require, we would respectfully request that the complainant may within 10 working days of the step 2 response, provide EBM with written confirmation of the reasons you consider that the complaint has not been resolved. The complaint will then be reconsidered by Senior Management within 20 working days.

Upon exhaustion of internal complaints procedure:

If the final decision does not resolve your complaint and the internal complaints procedure has been exhausted (i.e. mediation has been involved with no resolution), then the complainant may at that stage wish to refer the complaint to our governing body the Housing and Property Chamber, First-tier Tribunal for Scotland.

Enquires can be sent to 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/>

Additional Advice:

Complainant must advise EBM within 12 months of the original issue occurring or of the complainant becoming aware of an issue and bringing the matter to the attention of EBM.

A complaint would not normally be accepted after this timescale, including any recurring complaint previously raised.

Communications received clearly defined as a complaint, must be received in writing (email) or letter within the defined timescales.

Impartial advice on repairs, maintenance and the appointment of a property factor and other useful information:

Under One Roof - <https://underoneroof.scot/>