



WS Property Management Ltd

Complaints Handling Procedure

WSPM staff aim to deliver the best service we can. However, we realise that sometimes things may not go as intended or that someone receiving the service is not satisfied with it.

Our complaints handling procedure was developed in line with guidance from the Scottish Public Services Ombudsman (SPSO). If you wish to raise a complaint, in the first instance, please raise the matter with our Factoring Manager who will deal with it as quickly and informally as possible. The complaint will be logged as a Stage 1 complaint. The target timescale for dealing with Stage 1 complaints is 5 working days - although in more complex cases or staff absences, this may be extended to up to 10 working days.

Following the completion of a Stage 1 complaint, if you are still dissatisfied, you can raise your concerns to the next stage (Stage 2). This will be investigated by the Director of Housing and Community Services at our parent company, Whiteinch and Scotstoun Housing Association (WSHA) -or another member of senior staff, depending on the nature of the complaint. In some cases of a particularly complex nature, initial complaints may be moved to Stage 2 from the outset.

The target timescale for responding to Stage 2 is 20 working days, or as mutually agreed if investigations are likely to take longer to complete.

After this stage, if you are still dissatisfied with your response, you have the right to take the matter to the Housing and Property Chamber 1st Tier Tribunal for Scotland.

Contact details:

Housing and Property Chamber
First-tier Tribunal for Scotland
20 York Street
GLASGOW
G2 8GT

<https://housingandpropertychamber.scot/apply-tribunal/property-factors>

Telephone: 0141 302 5900

Fax: 0141 302 5901

Please note, they will not normally consider a complaint until WSPM's complaints handling procedure has been exhausted.