



COMPLAINT HANDLING PROCEDURES

Here at Umega, we are committed to providing high-quality customer 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 are a landlord or tenant client of ours and you have a complaint about our service, or about the service of a contractor or third party whom we have instructed to provide goods or services in relation to a property owned by or occupied by you, please write down the details of your complaint and send it to:

Umega Ltd
The North Quarter
496 Ferry Road
Edinburgh
EH5 2DL
info@umega.co.uk

Upon receipt of your complaint, we will adhere to the procedure set out below. Complaints from those who are not direct owner or tenant clients of Umega will not be taken forward under this procedure, and we instead ask for you to contact us directly using the details above.

Please note:

There may occasionally be circumstances beyond our control that prevent us from adhering to the timeframes for response outlined below. These include:

- when the office is closed for public holidays
- 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 1 - Complaint Handler

Within 3 working days of us receiving your complaint, your complaint handler will acknowledge receipt of your correspondence. Your named contact will then investigate your complaint and will send you a detailed written reply, including their suggestions for resolving the matter, within 10 working days.

Stage 2 - Team Manager

Upon receipt of the complaint handler's response under Stage 1 above, if you wish to progress your complaint beyond the allocated handler, you must do so within 28 days of receiving their response to your initial complaint.

Once in receipt of your escalated complaint, which must be in writing, a team manager will acknowledge your correspondence within 3 working days. They will then investigate your complaint further, and you will receive a full written response within 10 working days.

Additional Information: If the complaint handler in Stage 1 holds the title of team manager, or if the complaint pertains to a team manager, it will be referred to another team manager within the organisation for further handling.

Stage 3 - Operations Manager

Should you feel we have not satisfactorily dealt with the matter via stages 1 & 2 above, you may escalate your complaint to an operations manager. This must be done within 28 days of the written response from the team manager. Your correspondence will be acknowledged within 3 working days, and they will issue a final viewpoint in writing within a further 10 working days.

Stage 4- First Tier Tribunal

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:

Glasgow Tribunals Centre 20 York Street
1 Atlantic Quay
Glasgow
G2 8GT
0141 3025900
<https://www.housingandpropertychamber.scot>

Other complaints procedures

Propertymark:

Umega Ltd is also a member of Propertymark, which is the regulatory function of the NAEA, ARLA, and NAVA. You may invoke their complaints procedure if you remain dissatisfied once stages 1-4 above have been exhausted, or if we do not process your complaint within a reasonable timescale.

The contact details for Propertymark are:

Email: complaints@propertymark.co.uk,
Website: www.propertymark.co.uk
Post: Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

Umega Ltd is registered with the Scottish Letting Agent Register (Registration number 1804004) and 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 of Practice, we will retain (in electronic or paper form) all correspondence about a complaint for five years.

