

Send us your complaint

**What is your complaint?**

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**About you**

To make a complaint, you can write to us using this form and send or give it to us at 45 Firhill Road, Glasgow G20 7BE

**Title:** Mr Mrs Ms Other

**Your full name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

Tear along the dotted line

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 please tell us.

**Contact details**

**Visit our website:**  
www.qcfactoring.co.uk

**Call us on:**  
0141 561 1105

**Visit / Write to us:**  
45 Firhill Road, Glasgow G20 7BE

**Email us:**  
info@qcgroup.co.uk

**Need another version of this document?**

We can provide this document in another format. If you would like a copy in another language, in large print, in Easy Read, on audio tape, on video, in British Sign Language (BSL), on CD or in Braille, please ask us:

**0141 561 1105**  
**info@qcgroup.co.uk**



Making a complaint  
What you need to know

“We value complaints and use them to improve our services.”



# 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 leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect.

## 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
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

Your complaint may involve more than one of our services or be about someone working on our behalf.

## What can't I complain about?

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

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour
- issues that are in court or have already been heard by a court or a tribunal.
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation. If you are still not satisfied, you can ask the First-tier Tribunal for Scotland Housing and Property Chamber for an independent review of the complaint.

## Quick guide to our complaints procedure

### Complaints procedure

You can make your complaint in person, by phone, by email or in writing.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

### Stage one: Frontline resolution

We will always try to resolve your complaint quickly, within five working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at stage two.

### Stage two: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage one. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than twenty working days unless there is clearly a good reason for needing more time.

### First-tier Tribunal for Scotland Housing and Property Chamber

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the First-tier Tribunal for Scotland Housing and Property Chamber to consider it. We will tell you how to do this when we send you our final decision.

### 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 or Citizens Advice Bureau.

#### Scottish Independent Advocacy Alliance

**Telephone:**  
0131 260 5380

**Fax:**  
0131 260 5381

**Website:**  
www.siaa.org.uk

#### Citizens Advice Scotland

**Website:**  
www.cas.org.uk

Or check your phone book for your local bureau.

If other procedures or rights of appeal can help you resolve your concerns we will give information and advice to help you.

#### 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 at the office, by phone, in writing, email or by using our online contact form on our website

**www.qcfactoring.co.uk**

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff. Then they can try to resolve any problems on the spot.

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?

Normally, 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.

#### Contact details

Visit our website:  
[www.qcfactoring.co.uk](http://www.qcfactoring.co.uk)

Call us on:  
0141 561 1105

Visit / Write to us:  
45 Firhill Road,  
Glasgow G20 7BE

Email us:  
[info@qcgroup.co.uk](mailto:info@qcgroup.co.uk)

### 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. If you are still dissatisfied you can ask for your complaint to be investigated further through stage two. You may choose to do this immediately or some time after you get our initial response.

We can help you with making this request.

#### 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 detailed investigation.

When using stage two we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within twenty working days.

If our investigation will take longer than twenty 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 dealt with your complaint, you can ask the First-tier Tribunal for Scotland Housing and Property to look at it.

The First-tier Tribunal for Scotland Housing and Property Chamber was set up by the Scottish Government. It is an independent body and one of its functions is to determine applications from homeowners who consider that their property factor has failed to carry out their factoring duties or failed to comply with the Property Factors' Code of Conduct.

The First-tier Tribunal Housing and Property Chamber cannot normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the First-tier Tribunal Housing and Property Chamber).
- The First-tier Tribunal Housing and Property Chamber cannot deal with complaints resulting from actions or omissions of a property factor which occurred prior to 1st October 2012.
- a matter that has been or is being considered in court.

### You can contact the First-tier Tribunal Housing and Property Chamber:

First-tier Tribunal Housing and Property Chamber  
4th Floor,  
1 Atlantic Quay,  
45 Robertson Street,  
Glasgow G2 8JT