

Doing it the right way.



# Customer Complaint Procedure

0333 240 8325  
enquiries@lpmonline.co.uk  
www.lpmonline.co.uk

# Customer Complaint Procedure

**lpm** staff members are fully trained to take ownership and responsibility for issues that arise from our clients and contractors. **lpm** aim to provide clients with a service that fully meets their expectation and satisfaction. We realise that it is not always possible and operate a comprehensive complaints procedure.

We will do our best to deal with any complaint promptly and fairly, to keep you informed about who is dealing with the problem, and what action is being taken to resolve it.

The following procedure should help you get a mutually satisfactory resolution to your complaint as efficiently and effectively as possible.

## Our commitment to you

- If you have raised an enquiry by telephone we should contact you within 48 working hours of your query.
- If your enquiry is by email we should respond to your query within 7 working days.
- If your enquiry is by letter we should acknowledge it within 3 working days. A written response to your enquiry should be complete within 10 working days, unless we have confirmed otherwise.
- If our committed service level has not been achieved, you can escalate your enquiry to our Complaint Procedure.

## How to make a complaint

All complaints should be made in writing to our office or by email to [complaints@lpmonline.co.uk](mailto:complaints@lpmonline.co.uk). Please ensure that you do not email complaints direct to any of our teams' personal email addresses.

**Glasgow Office:**  
Regent Court, 70 West Regent Street,  
Glasgow G2 2QZ  
**T:** 0333 240 8325 | **F:** 0141 333 1116  
**E:** [enquiries@lpmonline.co.uk](mailto:enquiries@lpmonline.co.uk)

**Aberdeen Office:**  
Westpoint House, Prospect Road  
Arnhall Business Park, Westhill AB32 6FJ  
**T:** 01224 737 272 | **F:** 01224 766 901  
**E:** [enquiries@lpmonline.co.uk](mailto:enquiries@lpmonline.co.uk)

[www.lpmonline.co.uk](http://www.lpmonline.co.uk)

## What does this process cover/When should I complain?

- If you are dissatisfied with any aspect of our service
- If we have failed to follow our own policies or procedures
- If we have failed to carry out a repair within a reasonable timeframe
- If we have not returned your calls or replied to correspondence
- If you believe we have discriminated against you
- If you have had a problem with any of our team

## What does this process not cover?

- Everyday matters such as reporting or chasing a repair – these should be reported to an Estates Manager
- Customer accounts queries – these should be reported directly to the Finance Department
- Complaints by one resident about another resident

## Investigating your complaint

We will investigate your complaint. This will normally involve passing your complaint to our Finance Department, Client Services Department, Estates Department or all departments. They will review your file and speak to those involved.

## Written Confirmation

Within 14 days we will write to you to confirm what action has taken place and provide details of any solutions we have agreed with you.

## If you are not happy with the outcome

If you are not satisfied with this response, you should contact us again and we will arrange for a Head of Department; either Finance, Client Services or Estates, to review the previous decision and instigate a review of the outcome.

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## Written Confirmation

We will then write to you within 14 days of the review, confirming our position on your complaint and explaining our reasons for the outcome.

## If you are unhappy with the outcome from the Head of Department

If you remain dissatisfied you can request the involvement of someone within the Directors' Office to investigate the complaint and give their final decision.

## If you are still unhappy with the outcome from Directors' Office

If you are still not satisfied with the outcome, you may have the right to apply to the First-tier Tribunal for Scotland Housing and Property Chamber (FTT) about your complaint; this must be done within six months of receiving a final written response from us or within a year of when we were made aware of your complaint and once this complaints procedure has been exhausted..

## Contact details for First-tier Tribunal Housing and Property Chamber

Scottish Courts and Tribunals Service

4<sup>th</sup> Floor, 1 Atlantic Quay

45 Robertson Street

Glasgow

G2 8JB

Email: [HPCAdmin@scotcourtribunals.gov.uk](mailto:HPCAdmin@scotcourtribunals.gov.uk)

An application form is available from their website at [www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

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Please note, you must be able to provide the following details to FTT:

- Your written notification to **lpm** explaining why you consider we have failed to meet the required standards;
- Any response in writing provided by **lpm** to that notification;
- Any other correspondence between you and **lpm** relating to your concern and;
- Our Statement of Services, provided by **lpm** as required by the Property Factor Code of Conduct.

## Sale of Insurance Policies

Should you have a complaint about the sale of your insurance policy, please contact The Managing Director at Deacon, 100 Holdenhurst Road, Bournemouth, BH8 8AQ. Should you remain unhappy with the final response, you have the right to refer your complaint to The Financial Ombudsman Services at Exchange Tower, London, E14 9SR or by email to [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk).

## Complaints regarding Contractors on Site

- Any complaints received regarding contractors will be passed to the contractor to allow them to respond.
- We require homeowners making a complaint to provide us with evidence e.g. photographs, to allow us to prove to contractors any shortfall in the service level agreed.
- The contractor will be afforded the opportunity to correct the problem, however, if this is not achieved, **lpm** may instruct an alternative contractor to resolve the issue and deduct the cost incurred of refuse to pay the original contractors invoice.

## **lpm** are committed to continued investment in Client Communication

## **lpm** Doing it the right way

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