

**CODA Estates Limited  
Complaints procedure**

We are committed to providing a high-quality 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 have a complaint about our service, or about the service of a contractor or third party who 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:

**CODA Estates Limited  
2-4 Heath Avenue  
Lenzie  
Glasgow  
G66 4LG**

**0141 775 1050  
enquiries@codaestates.co.uk**

On receipt of your complaint we will adhere to the following procedure: -

**Stage 1**

We will acknowledge receipt of your complaint in writing within 5 working days of receiving it, giving you a named contact who will be dealing with the complaint.

**Stage 2**

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 of us receiving your complaint.

There may occasionally be circumstances out-with our control which prevent us from adhering to this timeframe. These include: -

- when the office is closed for public holidays;
- where adverse weather or sickness has led to staff shortages;
- 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 3**

Upon receipt of our response under Stage 2 above, if you are still not satisfied, you can contact us again in writing and we will arrange for a senior manager to review the decision.

**Stage 4**

Our senior manager will write to you within 10 working days of us receiving your request for a

review, confirming our final position on your complaint and explaining our reasons.

## Stage 5

### **PROPERTY SALES PROCEDURE**

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

**T: 01722 333 306 W: [www.tpos.co.uk](http://www.tpos.co.uk)**

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house

complaints procedure, before being submitted for an independent review.

### **PROPERTY LETTINGS PROCEDURE**

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: -

4<sup>th</sup> floor  
1 Atlantic Quay  
45 Robertson Street  
Glasgow  
G2 8JB  
0141 3025900

<https://www.housingandpropertychamber.scot>

CODA Estates Limited is registered with the Scottish Letting Agent Register 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 we will retain (in electronic or paper form) all correspondence about a complaint for five years.

### **Other complaints procedures**

CODA Estate is also a member of the Council of Letting Agents ([www.counciloflettingagents.com](http://www.counciloflettingagents.com)) The Property Ombudsman ([www.tpos.co.uk](http://www.tpos.co.uk)). 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.