ABOVEBOARD

Complaints Handling Procedure

How to complain, and what happens next

Version 2.0 (effective 21 October 2026) Owner: the Directors **Status: Live**

Live from 21 October 2026. *This procedure follows Section 7 of our Written Statement of Services (version 3.0), with the same stages and timescales. If the two ever differ, the Written Statement of Services applies.*

1. Introduction

We are committed to providing a professional service to every owner, and to improving it. If something goes wrong, we need you to tell us. It helps us put things right as quickly as possible and do better in future. There is no charge for making a complaint or for any complaint we handle.

We consider the needs of each person and make reasonable adjustments where they would help, for example if age, health, disability, bereavement, money worries or language make the process harder. You can ask someone to complain on your behalf, such as a family member or support worker, once you have told us they can act for you. Our Vulnerable Customers Policy explains how we support you.

2. What you can complain about

You can complain about any part of our service, including where you believe we have not met the Property Factors (Scotland) Act 2011, the Property Factor Code of Conduct, or our Written Statement of Services.

Our Written Statement of Services and this procedure are on your development portal and at www.aboveboard.homes/policies. Large print and other formats are free on request. Paper copies are £2.40 per copy (inclusive of VAT).

3. The stages

Stage 1: Making your complaint

Please put your complaint in writing, by email to team@aboveboard.homes or by letter to AboveBoard Homes Ltd, 5 South Charlotte Street, Edinburgh, EH2 4AN. Include as much detail as possible:

- your name and address, and your AboveBoard Homes account number
- what your complaint is about, and any relevant dates
- the names of any members of staff you dealt with
- any supporting evidence, such as photos, videos, sound files or emails
- if you know it, the part of the Code of Conduct or our Written Statement of Services you think we have not met

Stage 2: Acknowledgement

We will acknowledge your complaint within 3 working days of receiving it and give you a complaint reference number. Please quote it in any follow-up correspondence.

Stage 3: Investigation

Your complaint will be investigated by an appropriate senior member of staff. We may contact you, or arrange a visit, during the investigation. Every investigation is fair and unbiased.

We will send you a written response that addresses each element of your complaint, and proposes how to put things right where appropriate, within 15 working days of acknowledging it. We reply by letter or email, depending on how you contacted us. If the investigation takes longer, we will send you a holding response explaining why and giving an expected date for the full response.

Stage 4: Escalation

If you remain dissatisfied after our Stage 3 response, you may escalate your complaint by writing to us within 10 working days of receiving it. Please include your complaint reference number and what you remain unhappy about. Your complaint will then be re-investigated by a Director of AboveBoard Homes, who will issue a final response within 15 working days.

Stage 5: Final decision letter

The Director's response at Stage 4 is our final decision letter. It will be clearly marked as final and dated, and will set out our final position on each point of your complaint. It will confirm that our internal complaints process has been exhausted and will tell you how to apply to the First-tier Tribunal.

4. Timescales at a glance

Stage	What we do	Timescale
Acknowledgement	Confirm we have your complaint and give you a reference number	Within 3 working days of receiving it
Investigation	Written response on each point of your complaint	Within 15 working days of acknowledgement, or a holding response with the reason and an expected date
Escalation	You write to us if you remain dissatisfied	Within 10 working days of receiving our response
Final decision	A Director re-investigates and sends our final decision letter	Within 15 working days

5. The First-tier Tribunal

If you remain dissatisfied after receiving our final decision letter, you may apply to the First-tier Tribunal for Scotland (Housing and Property Chamber) under section 17 of the Property Factors (Scotland) Act 2011. The Tribunal can decide whether we have failed to comply with the Code of Conduct or to carry out our property factor duties. It can make property factor enforcement orders and may award compensation where it considers it appropriate. Applying is free.

Before you apply, the law requires that you have told us in writing what you think we have done wrong, and that we have refused to resolve it or have unreasonably delayed in doing so. In most cases that means completing our process first. If we have unreasonably delayed, you do not have to wait for our final decision letter.

Address: Housing and Property Chamber, First-tier Tribunal for Scotland, Glasgow Tribunals Centre, 3rd Floor, 20 York Street, Glasgow, G2 8GT

Telephone: 0141 302 5900 (Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm)

Applications: forms and guidance at www.housingandpropertychamber.scot. Signed application forms and documents can be emailed to HPCAdmin@scotcourtstribunals.gov.uk (this mailbox sends an automatic reply and does not give advice).

The Tribunal deals with Code compliance and property factor duties. Claims for damages or contractual disputes may need to go through the Sheriff Court. If you are unsure which route is right for you, Citizens Advice Scotland can help.

6. Complaints about contractors

Please report complaints about the quality of a contractor's work to us in writing, preferably through your development portal, where the contractor can see the issue and respond, or by email or post. Photos, videos or sound files help the contractor put it right. We will raise the

complaint with the contractor and seek a resolution. If the issue is not resolved, we may instruct an alternative contractor, withhold payment, and remove the contractor from our preferred supplier list.

7. Learning from complaints

We record every complaint with its reference and the date of each stage, and we review complaints regularly so that the same problem does not happen again.

Version control

Version	Date	Change
1.1	January 2026	In-house complaints handling procedure.
2.0	21 October 2026	Aligned to Written Statement of Services v3.0, Section 7: escalation window 10 working days; overall 8-week limit removed; holding response and final decision letter described; Property Ombudsman reference removed (the route for Scottish property factors is the First-tier Tribunal); Tribunal contact details updated; representatives and Vulnerable Customers Policy referenced; paper copy charge £2.40 inclusive of VAT.