

## Customer Complaints Procedure

Ben Property aims to provide the highest standards of service to all landlords and tenants. However, to ensure that your interests are safeguarded, set out below is the procedure which should be followed in the event that you wish to lodge a complaint regarding Ben Property or its staff:

If you have a complaint about the way your property or tenancy is being managed, you should write in the first instance to:

The Associate Director  
Ben Property  
3 Manor Place  
Edinburgh  
EH3 7DH

The grievance will be acknowledged immediately, investigated thoroughly in accordance with our internal procedures which may include a site visit, and a reply sent to the complainant within seven working days of receipt of the letter or following the site visit.

If the complainant is dissatisfied with the result of the internal investigation this should be notified to:

James Kerr  
Managing Director  
Ben Property  
3 Manor Place  
Edinburgh  
EH3 7DH

If you have a grievance about the way maintenance issues are being handled, you should write in the first instance to:

Senior Property Manager  
Ben Property  
3 Manor Place  
Edinburgh  
EH3 7DH

The grievance will be acknowledged immediately, investigated thoroughly in accordance with our internal procedures which may include a site visit, and a reply sent to the complainant within seven working days of receipt of the letter or following the site visit.

**Ben Property** 3 Manor Place, Edinburgh, EH3 7DH T: 0131 271 5000

[enquiries@benproperty.co.uk](mailto:enquiries@benproperty.co.uk) [www.benproperty.co.uk](http://www.benproperty.co.uk)

Ben Property is the trading name of Ben Property Management Limited which is a wholly owned subsidiary of Mackenzie Kerr Holdings Limited Registered Number: SC346545 Registered Office: 3 Manor Place, Edinburgh, EH3 7DH

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James Kerr  
Managing Director  
Ben Property  
3 Manor Place  
Edinburgh  
EH3 7DH

If the complainant following the above procedures is still not satisfied, the situation should be notified to any of the following bodies:

The Property Ombudsman (“TPOS”), further details on the complaints procedure can be found on their website: <http://www.tpos.co.uk/index.htm>

The Royal Institute of Chartered Surveyors (“RICS”), further details of their complaints procedure can be found on their website: <http://www.rics.org/>

Landlord Accreditation Scotland (“LAS”) ([www.landlordaccreditationscotland.com](http://www.landlordaccreditationscotland.com)). The landlord/tenant will need to complete a form available from the LAS website setting out basic information on and an explanation of the problem. Alternatively, the complaint can be made in writing to:

The Project Director  
Landlord Accreditation Scotland  
25 Maritime Street  
Edinburgh  
EH6 6SE

LAS may refer the case to the Private Rented Housing Panel (“PRHP”) ([www.prhpscotland.gov.uk](http://www.prhpscotland.gov.uk)). The tenant would need to complete an application form (available from the PRHP website) setting out basic information on and an explanation of the problem. If the case is accepted, it will be referred to a PRHP committee for consideration. The PRHP committee may delay referring the case if it believes there is a reasonable prospect that the dispute could be resolved by the landlord and tenant. Such a resolution might be achieved through mediation, involving independent mediators attempting to work with both parties to achieve a satisfactory outcome. The landlord or tenant can be supported by personal representatives if they wish.

Landlords or tenants are entitled to contact either LAS or the PRHP at any time after a cause for complaint has arisen, be that before, during or after bringing the matter to the attention of Ben Property. Should tenants or landlords wish to pursue complaints with the RICS or TPOS they must first follow Ben Property’s complaints procedure prior to contacting either body as this is in line with their complaints handling procedure.

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