

The National Trust for Scotland (NTS) Lettings complaints procedure aims to make sure that any tenant concerns are dealt with as quickly and efficiently as possible.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of NTS Lettings. These may be from tenants, or could be from neighbours or contractors.

Formal complaints may be received in writing, either by email or post. Information relating to a complaint will be handled sensitively, shared only where necessary to address the complaint, and will follow Data Protection guidelines. We may use complaints to help us gather information to improve what we do.

We aim to provide a clear and fair complaints procedure, which is publicised so that you know how to contact us with a complaint, and our staff know what to do if a complaint is received.

We aim to ensure all complaints are followed in a timely manner and investigated fairly. We will make sure that complaints are resolved, where possible, and our aim is to maintain a good relationship with our tenants.

The complaints procedure is as follows:

1. Initially, any issues should be raised informally with local NTS property staff. They should acknowledge your concerns and seek to resolve them promptly. If you are unsure who your local contact is, please contact the National Estate Management department on 07872 871 005.
2. If the resolution reached is not to your satisfaction, you can then raise a formal complaint in writing to National Estate Management at the address below. Your complaint will be acknowledged within 3 working days of being received and an investigation will be undertaken. In most cases, you should have a response to your complaint within 15 working days of receipt of the written complaint.
3. If this does not resolve your complaint, you should contact the National Estate Manager at the same address as in step 2 above. Again your complaint should be acknowledged within 3 working days of being received, and after consulting with the relevant senior management, the National Estate Manager should provide you with a formal response within 15 working days of receipt of the written complaint.
4. In exceptional circumstances where a conclusive response is not possible within these timeframes, we will aim to resolve the matter as soon as practicable, and keep you informed of progress and timescales.
5. If you are dissatisfied with our resolution to your complaint, you may be entitled to refer the matter to the First Tier Tribunal for Scotland <https://www.housingandpropertychamber.scot>

Address: National Estate Management
National Trust for Scotland
Hermiston Quay
5 Cultins Road
Edinburgh
EH11 4DF

Email: lettings@nts.org.uk