



PRIVATE RENTED HOUSING PANEL

What to do if things go wrong

This leaflet deals with what to do if you are unhappy about the way in which your case has been handled by the Panel staff or Committee members.

The prhp aims to provide an accessible, high quality and cost effective service to the Scottish community. We hope that you will find your experience of using our service a positive one. If something has gone wrong, please tell us about it so that we can put it right.

Please note that the following guidance is not aimed at people who have a complaint about a **decision** by the President or a Committee. For further information about what to do if you do not agree with a decision please read the paragraph over the page entitled 'Decisions by the Committee'.

When making a complaint:

Please give us clear reasons why you are not satisfied.
Please give the address of the property concerned
When appropriate, please give the date of your inspection and/or Hearing.

Who will deal with your complaint

In the first instance, the Panel Secretary will deal with your complaint and will respond to you within the time period set out above.

If you are still not satisfied, you may ask for the matter to be referred to the Panel President. The President will then consider your complaint and will respond to you personally, again within the specified time scale.

How to get in touch with us

You can contact us by telephone, fax, e-mail or letter.

Telephone: 0141 572 1170
Fax: 0141 572 1171
Email: sara.james@prhpscotland.gov.uk

The Panel Secretary
Private Rented Housing Panel
3rd Floor
140 West Campbell Street
Glasgow
G2 4TZ



If you contact us by telephone we will resolve your complaint wherever possible during that first telephone conversation. If that cannot be done, we will agree with you a timescale and plan of action, and we will get back to you at the agreed time.

If you contact us in writing, we will send you a reply within 10 working days. If we cannot fully respond to your complaint within that time we will let you know when we expect to be able to do so.

If you are still not happy

The prhp is subject to the jurisdiction of the **Scottish Public Services Ombudsman**. The Ombudsman can consider complaints about:

- Poor service
- Failure to provide a service
- Administrative failure.

If you want to make a complaint to the Ombudsman, you must normally do so within a year from when the matter complained of happened, or from when you found out about it. The time limit for complaining will only be extended if there are special reasons.

You can contact the Ombudsman by phone, email fax or by letter.

Telephone:	0800 377 7330	Scottish Public Services Ombudsman
Fax:	0800 377 7331	Freeport EH641
Email:	ask@spsso.org.uk	Edinburgh
		EH3 0BR

Decisions by the Committee

If you are unhappy about a **rent** decision you have received then you may have the right to appeal against that decision to the **Court of Session**. If you are considering an appeal to the Court of Session, you should take legal advice about the proper procedure as quickly as possible because short time limits apply. The period during which an appeal is allowed runs from the date you are given the decision and reasons for the decision.

If you are unhappy with a **repairs** decision you may have the right to appeal to the **Sherriff Court**. Appeals should be submitted to the clerk at the Sheriff Court. You should appeal within 21 days of being notified of this decision. If you do not appeal within 21 days, the Sheriff may refuse to hear your appeal.