



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 Private Rented Housing Panel (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 President or a 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 the inspection of the property and/or the 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 10 working days.

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 10 working days.

How to get in touch with us

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

Telephone: 0141 242 0142
Fax: 0141 242 0141
Email: prhpadmin@scotland.gsi.gov.uk

The Panel Secretary
Private Rented Housing Panel
Europa Building
450 Argyle Street
Glasgow
G2 8LH



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 respond to you by 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 administrative matters such as:

- Poor service by the administration of the prhp
- Failure to provide a service
- Administrative failure.

The Ombudsman **cannot** consider complaints about actions or discretionary decisions taken by, or under the direction of, the President or members of the Panel acting in a judicial capacity. See below under “Decisions by the President or a Committee” for what to do about such matters.

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	Freepost EH641
Email:	ask@spsso.org.uk	Edinburgh
		EH3 0BR

Decisions by the President or a 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 **Sheriff Court**. Appeals should be submitted to the Sheriff Clerk at the Sheriff Court for the area in which the tenanted house is situated. 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.

You may wish to seek legal advice from a solicitor or advice from the Citizens Advice Bureau if you wish to challenge a repairs decision.