**Our Complaints Procedure**

At Nubo Homes, we aim to deliver a first-class service every time. If you feel we’ve fallen short, we want to hear from you so we can put things right quickly and fairly.

**How to Complain:**

* You can contact us by phone on **0141 345 4326**, email **hello@nubohomes.co.uk**, or write to us at our office: 5 Hillside Drive, Bearsden, G61 3QH.
* We’ll acknowledge your complaint within **3 working days**.

**What Happens Next:**

* A senior team member will review your concerns.
* We’ll respond fully within **15 working days**. If we need more time, we’ll keep you updated.

**If You’re Not Satisfied:**

* If you’re unhappy with our final response, you can take your complaint to **The Property Ombudsman**, our independent redress scheme.
* Full details on how to do this will be included in our response.

We take all feedback seriously and use it to improve our service.