



ELDERPARK  
HOUSING ASSOCIATION



Complaints Booklet





## What is/is not a complaint?

What is a complaint?	What is not a complaint?
Delays in responding to enquires & requests	A request for information or explanation
Failure to provide a service	Policies or procedures that come under separate appeals procedure
Service standards	Insurance claims
Refusal to give advice or answer a question	A complaint which the ombudsman has already investigated and given an outcome
Dissatisfaction with our policy	A first request for a service
Treatment by, or attitude of a member of staff	Complaints that are already in court, have been heard in court or a tribunal

## Who can make a complaint?

Anyone who is dissatisfied with our service can make a complaint to us; including a third party representative, provided consent has been given.

## How to make a complaint

You can make a complaint in person at our office, by telephone, by e-mail or by using the online complaints form on our website: [www.elderpark.org](http://www.elderpark.org)

As the new procedure centres on quick resolution to complaints, it is easier for us to resolve your complaint if you speak to the appropriate department or member of staff directly. This will allow them to try and resolve the complaint on the spot. Please also provide as much information as possible in relation to the complaint along with your full name, address and preferred method of communication.

## Timescales for making a complaint

Normally you must make the complaint within six months of the event you want to complain about and no longer than twelve months after the event itself.

## Our contact details

**Website address:** [www.elderpark.org](http://www.elderpark.org)

**Telephone on:** 0141 440 2244 (main office) or 0141 440 0566 (maintenance office)

**Call into our office/s:** 31 Garmouth Street, Glasgow, G51 3PR or the Maintenance Office at 227 Langlands Road, Glasgow, G51 3QA

**Or write to us at our main office:** 31 Garmouth Street, Glasgow, G51 3PR or the maintenance office at 227 Langlands Road, Glasgow, G51 3QA

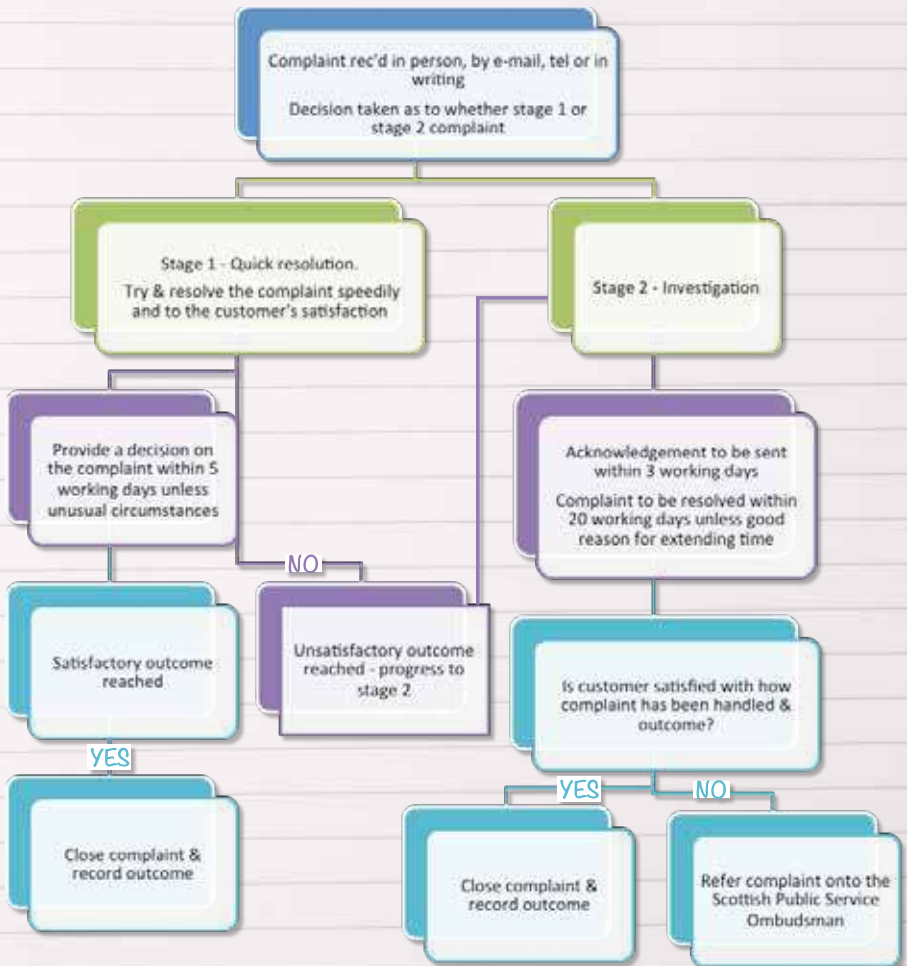
**E-mail:** [admin@elderpark.org](mailto:admin@elderpark.org)

## What Happens Once a Complaint is made?

Your complaint is recorded along with any action taken and the outcome. The new model involves a two stage process and complaints can be concluded in writing, verbally, face to face, over the telephone and so forth. All complaints are reported annually to the Housing Regulator and form part of the reporting mechanism through the Scottish Social Housing Charter. The Association must also publicise their complaints performance externally and advise customers of any changes/improvements to service delivery.

1. Frontline Resolution is primarily concerned with resolving complaints quickly and on-the-spot if possible. Following the submission of a complaint we must give a decision within five working days unless there are exceptional circumstances and agreed timescales of no more than an additional five working days are made with the complainer. Consent must also be given by a senior manager. If the complaint is not resolved at this stage it will be progressed onto the investigation stage. The outcome does not necessarily need to be provided in writing, it can be relayed verbally.
2. Investigations complaints are those complaints which have not been resolved at stage one or are too complex to deal with at the frontline resolution stage. The complaint must be acknowledged within three working days and resolved within twenty working days. Again, any revision on this timescale must be agreed with the complainer and they must be kept updated on progress. The outcome must be relayed to the complainer either in writing or via their preferred method of communication.

Please see the flow chart below detailing the different stages



**Customer Service**



**Excellent**



**Good**



**Average**



## What happens if I am dissatisfied with the outcome after investigations stage?

If you are unhappy with the way your complaint has been dealt with or the outcome after investigation your complaint will be passed onto the Scottish Public Sector Ombudsman.

### The Scottish Public Services Ombudsman can be contacted in person at:

SPSO, 4 Melville Street, Edinburgh, EH3 7NS or by post at:  
SPSO, Freepost EH641, Edinburgh, EH3 0BR

**Freephone:** 0800 377 7330

**Online contact:** [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

**Website:** [www.spsso.org.uk](http://www.spsso.org.uk)

**Mobile site:** [www.m.spsso.org.uk](http://www.m.spsso.org.uk)

### Complaints about factoring

The new Property Factors (Scotland) Act 2011 came into effect on the 1st October 2012. The purpose of the legislation is to ensure that all Factors work to an industrial standard known as the “Code of Conduct”. Non compliance with the code of conduct means that owners can make a complaint to a new body called the “Homeowners Housing Panel”. Consequently, if you have a complaint about factoring and are dissatisfied with the outcome after an investigation has been done by the Association you will be able to go to the “Homeowners Housing Panel”. For further information please visit the following link:  
**<http://www.elderpark.org/housing/factoring-.aspx>**

### Significant Performance Failures

A significant performance failure is defined by the Scottish Housing Regulator as “something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord’s tenants”.

In instances where someone wishes to report a significant performance failure they should initially report it to the Association and if they are dissatisfied with the outcome they can approach the Scottish Housing Regulator.

A complaint between an individual tenant and the landlord is not a significant performance failure. For more information on significant performance failures please visit the Scottish Housing Regulator website at: **[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)** or telephone: **0141 271 3810**.

Elderpark Housing Association Ltd  
31 Garmouth Street, Glasgow G51 3PR  
Tel: 0141 440 2244 Fax: 0141 445 5345  
Email: [admin@elderpark.org](mailto:admin@elderpark.org)  
Web: [www.elderpark.org](http://www.elderpark.org)

Registered Scottish Charity No.: SCO32823  
Property Factor Registered No: PF000197