

An easy guide on how to make a complaint

What you need to know



ELDERPARK
HOUSING

"Learning the value of complaints is an important step in taking the Association to the next level"



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admin@elderpark.org
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We *value* complaints and we use the information gathered from them to help *improve* our services. We are committed to providing a *fair* and *accessible* service.

We do all we can to get it right first time – but we know sometimes that’s not the case!

If something goes wrong or you are dissatisfied with our service, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure

Complaints may involve more than one of our services or be about someone working on our behalf.

What can’t I complain about?

There are some things we can’t deal with through our complaints procedure. These include:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour
- requests for compensation
- our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a house with one of our Registered Social Landlords,

you may have the right to appeal against the decision

- issues that are in court or have already been heard by a court or a tribunal
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation. If you are still not satisfied, you can ask for an external review of the complaint from the Scottish Public Services Ombudsman, the First-tier Tribunal for Scotland (Housing and Property Chamber) or the Care Inspectorate for any care issues

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is unhappy with our service. In the case of a representative, we will require a representation mandate so we can respond to the complaint.

Please also read the section on ‘Getting help to make your complaint’

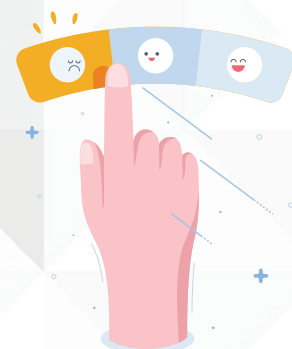
We value all complaints, including those made anonymously. Staff must therefore consider anonymous complaints if there is sufficient information to allow them to make further enquiries.

How do I complain?

You can complain: in person; at any of our offices; by phone; in writing; email; online; or by using our complaints form. It is easier for us to resolve complaints if you make them quickly and directly to the service concerned.

When complaining, please tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter



Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

Scottish Independent Advocacy Alliance
Tel: 0131 524 1975 Fax: 0131 260 5381
Website: www.siaa.org.uk

Citizens Advice Scotland
Website: www.cas.org.uk
Or check your phone book for your local bureau



How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself. In exceptional circumstances, we may be able to accept a complaint after the time limit.

If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

We will always provide you with a named person who is dealing with your complaint. We handle all complaints via our complaints procedure which has two stages:

Stage one – frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem. We will give you our decision at Stage 1 within five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will clearly explain why. If you are still unhappy you can ask for your complaint to be investigated further through Stage 2. You may choose to do this immediately or some time after you get our initial response.

Stage two – investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation. When a complaint is escalated to Stage 2 we will:

- acknowledge receipt of your complaint within two working days
- have a senior member of staff, designated by the Group Chief Executive, handle your complaint
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days. If our investigation will take longer than 20 working days, we will advise you as soon as possible and provide a full explanation as to why. We will agree revised time limits with you and keep you updated on progress

What if I'm still dissatisfied?

After we have fully investigated if you are still dissatisfied with our decision or the way we have dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court

You can contact the SPSO:

In Person: SPSO Bridgeside House, 99 McDonald Road, Edinburgh Road, EH7 4NS
By Post: SPSO Freepost (you only need to write this, No Stamp is required)
Freephone: 0800 377 7330
Online contact www.spsso.org.uk/contact-us
Website: www.spsso.org.uk



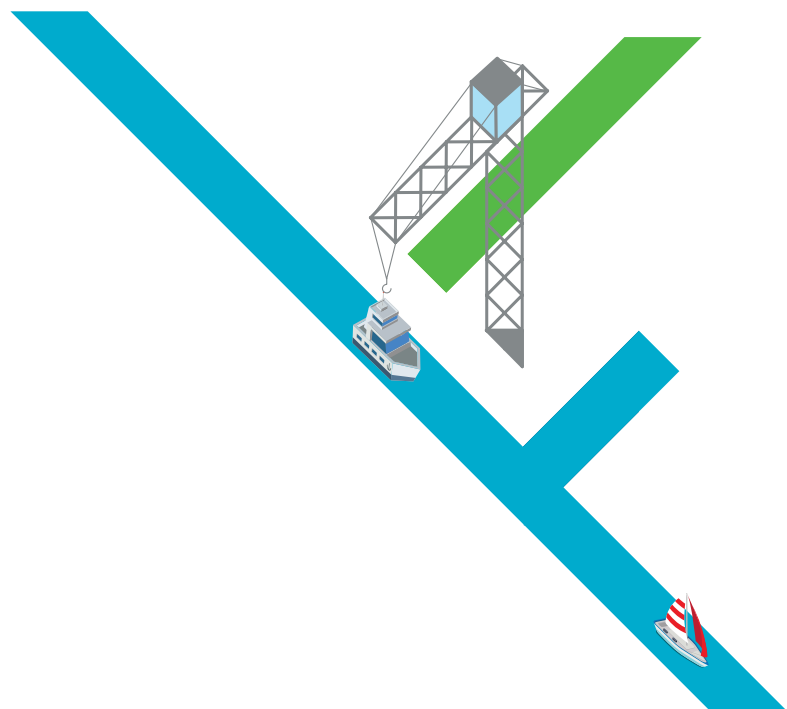
Complaints about Factoring

The SPSO does not normally look at complaints about our factoring services. The First-tier Tribunal for Scotland (Housing and Property Chamber) will try to resolve complaints and disputes between home owners and property factors. After we have fully investigated and given you a final response to your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the First-tier Tribunal for Scotland (Housing and Property Chamber) to consider it.

Before considering a complaint, the First-tier Tribunal for Scotland (Housing and Property Chamber) will expect you to advise them that we have refused to resolve your concerns, or have unreasonably delayed attempting to resolve them. They will also expect you to have notified us in writing why you consider we have failed to carry out our duties.

First-tier Tribunal for Scotland (Housing and Property Chamber)

4th Floor
1 Atlantic Quay
45 Robertson Street
GLASGOW G2 8JB
Tel: 0141 302 5900
Fax: 0141 302 5901
Email:
HPCadmin@scotcourtsribunals.gov.uk
Online:
www.housingandpropertychamber.scot



Reporting a significant performance failure to the Scottish Housing Regulator

The Scottish Housing Regulator ("SHR") can consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR 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. If you believe you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

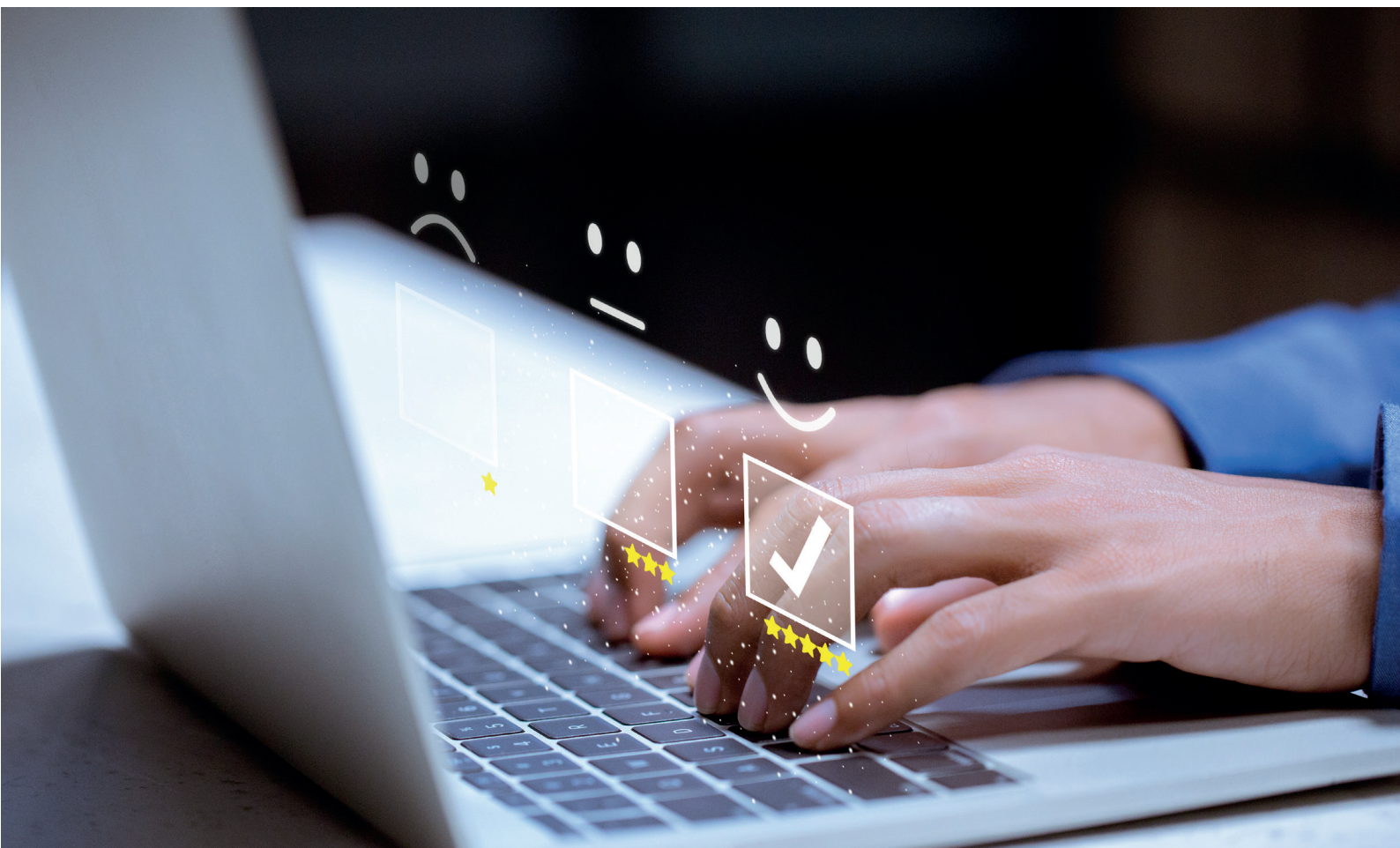
A complaint between an individual tenant and a landlord is not a significant performance failure. Significant performance failures are not, therefore, dealt with through this complaints handling procedure. You can ask us for more information about significant performance failures. The SHR also has more information on their website:

www.scottishhousingregulator.gov.uk/

Or you can email them on: **shr@shr.gov.scot**

Or you can phone them on **0141 242 5642**.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us.



Quick guide to our complaints procedure

Complaints Procedure

You can make your complaint in person, by phone, by email or in writing.

We have two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need investigation, we will tell you and keep you updated on our progress.

If your complaint relates to a care service you can choose to complain to us or to the Care Inspectorate.

Stage 1: Frontline Response

We will always try to resolve your complaint quickly, within five working days if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

There are some complaints about housing that have an alternative route for independent review. We will tell you how to seek independent review when we give you our final response on your complaint.

Stage 2: Investigation

We will look at your complaint this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they need investigation.

We will acknowledge your complaint within three working days.

We will confirm the points of complaint to be investigated and what you want to achieve.

We will investigate the complaint and give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

Ways to get in touch

- Telephone: 0141 440 2244
- Email: admin@elderpark.org
- Live chat on website: www.elderpark.org
- Write to us: 65 Golspie Street, Glasgow, G51 3AX



@ElderparkHA