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Your guide to our . . .

# Complaints handling procedure

Informing you of what to do if you are dissatisfied with our services

**Glen Oaks**  
HOUSING ASSOCIATION



This document describes how you can make a complaint if our service does not meet your expectations.

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Glen Oaks Housing Association is committed to providing high-quality customer services. We value complaints and use information from them to help us improve the way we work. If something goes wrong or you are dissatisfied with our service, please tell 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:

- Delays in us responding to your enquiries and requests
- Our failure to provide a service
- Our standard of service
- Your dissatisfaction with Glen Oaks' policy
- Your treatment by, or the attitude of, a member of staff
- Our failure to follow proper procedure

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

We will always tell you who is dealing with your complaint.

If other procedures or rights of appeal can help you resolve your concerns, we will advise you of this.

### What can't I complain about?

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

- A routine first-time request for a service, for example a first-time request for a housing repair 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, you may have the right to appeal against the decision
- Issues that are being dealt with through legal channels 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 the Scottish Public Services Ombudsman for an independent review of the complaint.

### Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

### 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 contact us to explain why.

### How do I complain?

You can complain in person at our office, by phone, in writing, email 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. Please talk to a member of staff at the service you are complaining about. They can then try to resolve any problems on the spot.

#### When complaining, 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

## What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages.

#### Stage 1 - 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, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied 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. We can help you with making this request.

#### Stage 2 - 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 using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain unhappy 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 tell you. We will agree revised time limits with you and keep you updated on progress.

**See the quick guide to our complaints procedure on page 9 of this booklet**

## What if I'm still dissatisfied?

After we have fully investigated your complaint, if you are still not satisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

### You can contact the SPSO:

#### In person:

SPSO, 4 Melville Street, Edinburgh, EH3 7NS

#### By post:

Freepost SPSO (no stamp required)

**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:** <http://m.spsso.org.uk>



### The SPSO cannot normally look at:

- ▲ a complaint that has not completed our complaints procedure, please ensure your complaint 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

## Factoring complaints

The SPSO does not normally look at complaints about our factoring service. In December 2016 the "First Tier Tribunal for Scotland (Housing & Property Chamber)" was established to try to resolve complaints and disputes between home owners and property factors. So if your complaint is about a factoring service, and you are still dissatisfied after our investigation stage, you will be able to take your complaint to the tribunal.

### You can contact the Tribunal:



#### In person or by post:

First Tier Tribunal for Scotland (Housing & Property Chamber), 4th Floor, 1 Atlantic Quay, 45 Robertson Street, Glasgow G2 8JB

**Telephone:** 0141 302 5900

**Email:** [HPCAdmin@scotcourtribunals.gov.uk](mailto:HPCAdmin@scotcourtribunals.gov.uk)

**Website:** [www.housingandpropertychamber.scot](http://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 tenants at risk, and which the landlord has not resolved. This is something that is a systemic problem that does, or could, affect all of a landlord's tenants. If you are affected by a problem like this, you should report it to us in the first instance. 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 its website: <http://www.scottishhousingregulator.gov.uk/>



## Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We are happy to accept complaints from a 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

**Email:** enquiry@siaa.org.uk

**Website:** www.siaa.org.uk



### Citizens Advice Scotland

**Website:** www.cas.org.uk

Your local bureau is at Pollok Civic Realm, 27 Cowglen Road, Glasgow G53 6EW.

**Tel:** 0141 881 2462

We are committed to making our service easy to use for all members of the community. In line with statutory equalities duties, we will 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. We can also give you this leaflet in other languages and formats such as **large print**, audio or Braille.

## Quick guide to our complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a **two-stage complaints procedure**.

We will always try to deal with your complaint quickly. If it is clear that the matter will need a detailed investigation, we will tell you and keep you updated of our progress.

### Stage 1 – frontline resolution

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.

### Stage 2 – investigation

We will look at your complaint at 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 are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**. We will 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.

### The 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 Scottish Public Services Ombudsman (SPSO) to consider it.

We will tell you how to do this when we send you our final decision. Their contact details are also available in this leaflet.

# Complaint form

Date of Complaint		Ref No		Method of complaint (please tick one of the following)	
Name			Phone call	<input type="checkbox"/>	Letter
Address			Email	<input type="checkbox"/>	Office
Contact Number			Home visit	<input type="checkbox"/>	
			Other (please detail)	<input type="checkbox"/>	
Which department does this relate to?					
<input type="checkbox"/> Housing Services		<input type="checkbox"/> Technical		<input type="checkbox"/> Finance & Corporate	
Nature of complaint (tick as appropriate)					
<input type="checkbox"/> Delays in responding to your enquiries and requests			<input type="checkbox"/> Contractor not attending at pre-arranged time/date		
<input type="checkbox"/> Treatment by, or attitude of, a member of staff			<input type="checkbox"/> Treatment by, or attitude of, a contractor		
<input type="checkbox"/> Our standard of service			<input type="checkbox"/> Failure to follow proper procedure		
<input type="checkbox"/> Failure to provide a service			<input type="checkbox"/> Discrimination or equalities issue		
<input type="checkbox"/> Dissatisfaction with Glen Oaks' policy			<input type="checkbox"/> Other issues		
Summary of complaint – if raised previously, please give details					
OFFICE USE ONLY – initial response / comments / action					
Date passed to M Hutcheson / Corporate Management Team					
<b>Stage 1</b> - Deadline for frontline resolution (i.e. 5 working days from today)					
<b>Stage 1</b> - Date resolved at frontline					
<b>Stage 2</b> - Deadline for investigation to be completed (20 working days from today)					
<b>Stage 2</b> - Date resolved after investigation					

# Contact Us

Glen Oaks Housing Association Limited, 3 Kilmuir Drive, Arden, Glasgow, G46 8BW

 0141 638 0999

 07860 027 496

 [www.glenoaks.org.uk](http://www.glenoaks.org.uk)

 [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk)

 [glenoakshousing](https://www.facebook.com/glenoakshousing)

 [@GlenOaksHousing](https://twitter.com/GlenOaksHousing)

Our office opening hours are:

**Monday, Tuesday & Thursday:** 9am - 5pm

**Wednesday:** 9am - 1pm

**Friday:** 9am - 4pm

Our office is closed for staff training from 1pm every Wednesday.



Charity No. SCO34301

Financial Services Authority Reg No: 2402R(S)

Scottish Housing Regulator No: HCB24