



Complaints Procedure

Hjaltland Housing Association is committed to providing high-quality customer services.

We value complaints and use information from them to help us improve our services.

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

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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

Your complaint 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, 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 the Scottish Public Services Ombudsman for an independent review of the complaint.

If other procedures or rights of appeal can help you resolve your concerns we will give information and advice to help you.

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 do I complain?

You can complain in person at our main office, by phone, in writing, email, via our website www.hjaltland.org.uk/customers/complaints or by using our complaints form attached to this leaflet. It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot. When complaining, tell us:

- ◆ **Your full name and contact details**
- ◆ **As much as you can about the complaint**
- ◆ **What has gone wrong**
- ◆ **What outcome you are seeking**

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**

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 tell you who is dealing with your complaint. Our complaints procedure has **two stages**:

STAGE 1 Frontline Resolution

We aim to respond to complaints quickly and close to where we provided the service. This could mean an explanation of what has gone wrong and immediate action to resolve the problem.

We will give you our decision at Stage 1 in **five working days** or less, 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 at Stage 2. You may choose to do this immediately or sometime after you get our initial response.

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 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 tell you. 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 dealt with your complaint, you can ask the **Scottish Public Services Ombudsman (SPSO)** to look at it.

You can ask the SPSO to look at your complain if:

- ◆ **You have gone all the way through the Associations complaints handling procedure;**
- ◆ **It is less than 12 months after you became aware of the matter you want to complain about; and**
- ◆ **The matter has not been (and is not being) considered in court**

The SPSO will ask you to complete a complaint form and provide a copy of our final response to your complaint. You can do this online at www.spsso.org.uk/complain/form or call them on Freephone **0800 377 7330**.

Scottish Public Services Ombudsman
Freepost SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS
Freephone 0800 377 7330
Website www.spsso.org.uk | Mobile Site <http://m.spsso.org.uk>
Online Contact www.spsso.org.uk/contact-us



Complaints about factoring

The SPSO does not normally look at complaints about our factoring service. The Housing and Property Chamber will 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 go to the Housing and Property Chamber.

Opening Hours

9.00am – 5.00pm Monday to Thursday | 9.00am – 4.30pm Friday

Housing and Property Chamber First-tier Tribunal for Scotland
Glasgow Tribunals Centre, 20 York Street, Glasgow, G2 8GT
Telephone 0141 302 5900 Fax 0141 302 5901



Care complaints

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure, or make a complaint, by contacting the Care Inspectorate.

Telephone 0345 600 9527
Email enquires@careinspectorate.gov.scot
Online complaints www.careinspectorate.com or their website www.scswis.com



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 systemic problem that does, or could, affect all of a landlord's tenants. If 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

Telephone 0141 242 5642



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

Telephone 0131 510 9410

Email enquiry@siaa.org.uk

www.siaa.org.uk



Citizens Advice Scotland

Telephone 01595 694696

www.cas.org.uk

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.

Hjaltland Housing Association is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services.





Quick Guide to our complaints procedure

Complaints Procedure	<p>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. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.</p>
STAGE 1 - Frontline Resolution	<p>We will always try to resolve your complaint quickly, within five working days if we can.</p> <p>If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.</p>
STAGE 2 - Investigation	<p>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.</p> <p>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.</p>

Complaints about factoring

After we have fully investigated your complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing and Property Chamber to look at it.

They will try to resolve complaints and disputes between home owners and property factors, and you can contact them at:

Housing and Property Chamber
First-tier Tribunal for Scotland,
20 York Street, Glasgow, G2 8GT

Telephone 0141 302 5900

Fax 0141 302 5901

Email HPCadmin@scotcourtribunals.gov.uk

Housing and Property Chamber
First-tier Tribunal for Scotland



Complaints about Care Service

If your complaint relates to a care service we provide you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure or make a complaint by contacting the Care Inspectorate.

Information about their complaints procedure, contact details and offices around Scotland, and information about how to complain are all on their website: www.scswis.com

Telephone 0345 600 9527

Email enquiries@careinspectorate.gov.scot

www.careinspectorate.com



All Other Complaints

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

- ◆ A complaint that has not completed our complaints procedure
- ◆ 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:

Scottish Public Services Ombudsman,
Bridgeside House, 99 McDonald Drive,
Edinburgh, EH7 4NS

Freephone 0800 377 7330

www.spsa.org.uk

SCOTTISH
PUBLIC
SERVICES
OMBUDSMAN



People Centred | Improvement Focused



Ways to be involved

If you've been given or picked up this Complaints Information Leaflet from Hjaltland Housing Association, then it's likely you have been dissatisfied with something we've done or perhaps not done. Hopefully this will be resolved for you.

Perhaps this is the time for you to consider the level of involvement you have with the Association and below are just **two** of the ways in which you could become more connected to us.

1 BECOMING A MEMBER OF THE ASSOCIATION

Hjaltland Housing Association is keen to encourage people to become members of the Association. Members enjoy benefits including entitlement to attend the Association's Annual General Meetings and other Special Meetings. Members are able to elect or stand for election to the Association's Management Committee and become involved in the organisation.

Members will also receive Annual Reports and newsletters from the Association and have the opportunity to be involved in the Tenant Participation initiatives held by the Association.

If you are interested in becoming a member please complete a membership application form and return the form along with the £1 fee to the Association, where your application will be considered as soon as possible by our Management Committee.

For further information on becoming a member please contact the Association.

2 TENANT FOCUS GROUP

Hjaltland Housing Association believes that our customers must be able to tell us what we do well or not so well in order for us to do things better. We are looking for volunteers who would be interested in joining our Tenant Focus Group. This is where a group of local residents can have real power and independence to help improve the Association's performance. If you've never done anything like this before, don't worry as...

- ◆ We will provide training along the way
- ◆ You will have an opportunity to expand your existing skills
- ◆ You can decide how much or little time you want to spend helping us
- ◆ You will have guidance from a professional team
- ◆ We will try to make it easy for you to select the services you want to scrutinise

...and so much more. If you would like to find out more about the Tenant Focus Group, please contact the office.

