



**COMPLAINTS
PROCESS**

**WHAT YOU NEED
TO KNOW**

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

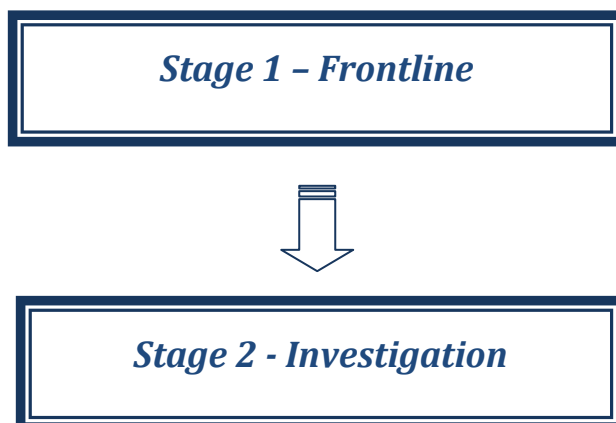
We value complaints and use information from them to help us improve our services

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.

THE COMPLAINTS PROCESS

You can make your complaint by telephone, in person at our office, by email or in writing.

We have a two stage complaints procedure. We will always try to deal with your complaint at Stage One. But, if the matter needs a detailed investigation, we will tell you this and keep you updated on progress.



WHAT IS A COMPLAINT?

A complaint is 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?

- ❖ 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 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 report a problem that needs to be repaired or initial action on anti social behavior
- ❖ 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 stag 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.

HOW DO I COMPLAIN?

You can complain in person at our office, by telephone, in writing or by email.

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.

OUR CONTACT DETAILS

66 Skirsa Street

Glasgow, G23 5BA

Telephone: 0141 945 3282

Fax: 0141 948 0063

Email: enquiries@cadderhousing.co.uk

HOW LONG DO I HAVE TO MAKE A COMPLAINT?

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

- ❖ the event you want to complaint about, or
- ❖ finding out that you have a reason to complain, but it should be 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.

OUR COMPLAINTS PROCESS

Stage One – Frontline Resolution

We aim to resolve complaints quickly and as close to the point of service delivery as possible. We aim to resolve complaints within 5 working days or less, unless there are exceptional circumstances.

Stage 2 – Investigation

Stage 2 deals with two types of complaints: those that have not been resolved at stage 1 and those that are complex and require detailed investigation

We will acknowledge your complaint with 3 working days and we will give you our decision as soon as possible.

This will be 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) or where appropriate the Care Inspectorate to consider it.

SPSO CONTACT DETAILS

In Person: SPSO, 4 Melville Street, Edinburgh, EH3 7NS

By Post: Freepost EH641, Edinburgh, EH3 0BR

Freephone: 0800 377 7330

Online contact:

www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

COMPLAINTS ABOUT FACTORING

The SPSO does not normally look at complaints about our factoring service. From October 2012 the Homeowners Housing Panel 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 Homeowners Housing Panel.

Homeowner Housing Panel

Europa Building

450 Argyle Street, Glasgow, G2 8LH

Telephone: 0141 242 0175

Fax: 0141 242 0141

Website: www.hohp.scotland.gov.uk

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 Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

Scottish Independent Advocacy Alliance

www.siaa.org.uk or

call 0131 260 5380

Maryhill Citizens Advice Bureau

25 Avenuepark Street, Glasgow, G20 8TS

Telephone: 0141 946 6373

Website: www.cas.org.uk