

Information on: Making a complaint



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.

Our Commitment

The Association is committed to providing equal opportunities across all services and to avoid discrimination. If something goes wrong or you are dissatisfied with our services, please tell us.

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

What can I not complain about?

There are some things we cannot 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
- where 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
- 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 do I complain?

You can complain in person at our office, by phone, in writing, or in an email to us.

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 about the service you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, tell us the following:

- 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.

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 tell you who is dealing with your complaint. Our complaints procedure 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 in five working days or less unless there are exceptional circumstances.

If we cannot 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 sometime after you get our initial response. We can help you with making this request.

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 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 am 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.

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
4 Melville Street
Edinburgh
EH3 4NS

By post:

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330

Online contact www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Complaints about owners/factoring

The SPSO does not normally look at complaints about our factoring service. 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 take your complaint to the First-tier Tribunal for Scotland (Housing and Property Chamber) for consideration.

(Please Note: From 1 December 2016, the First-tier Tribunal for Scotland now performs the functions which used to be carried out by the Home Owner Housing Panel which was set up to try to resolve complaints and disputes between homeowners and property factors.)

Please see Contact Information for the Housing and Property Chamber below:

Housing and Property Chamber
First-tier Tribunal for Scotland
4th Floor
1 Atlantic Quay
45 Robertson Street
GLASGOW G2 8JB
Telephone: 0141 302 5900
Fax: 0141 302 5901
Website: <https://www.housingandpropertychamber.scot/>