

What You Need To Know About Making A Complaint



SOUTHSIDE
housing association

“ We value complaints and use them to improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. ”



0141 422 1112



www.southside-ha.org



What is a Complaint?

A complaint is where you tell us you are unhappy with an action – or lack of action – we have taken. It is also if you tell us you are dissatisfied with the standard of service provided by us or on our behalf.

How do I Complain?

You can complain

- By phone **0141 422 1112**
- By email at **complaints@southside-ha.co.uk**
- Online at **southside-ha.org**
- In writing to **Southside House, 135 Fifty Pitches Road, Cardonald G51 4EB**
- In person at any of our offices

When complaining please tell us

- Your full name and address
- As much as you can about the complaint
- What has gone wrong
- How you would like us to resolve the matter



What Happens When I Complain?

We will always acknowledge your complaint within 3 working days and tell you who is dealing with your complaint.

Our complaint 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** as soon as possible and within **5 working days**, 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.

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 **3 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 its progress.

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.

The 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

- In person at **Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS**
- By post to **'FREEPOST SPSO'** - This is all you need to write on the envelope, and you don't need to use a stamp.
- By FREEPHONE on **0800 377 7330** or call **0131 225 5300**
- Via website at www.spsa.org.uk

What I Can Complain About

You can complaint about things like

- Failure or refusal to provide a service
- Inadequate quality or standard of service, or a delay in providing a service
- Delays in responding to enquiries or requests
- Unfairness, bias or prejudice in service delivery
- Lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- A repair that has not been carried out properly
- Dissatisfaction with one of our policies or its impact on the individual
- Failure to properly apply law, procedure or guidance when delivering services
- Failure to follow the appropriate administrative process

- Conduct, treatment by or attitude of a member of staff or contractor
- Disagreement with a decision, except where there is a well-established separate procedure for challenging that decision (for example, a statutory appeals process, or established appeals process followed throughout the sector).

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

What I Can't Complain About

There are somethings we cannot deal with through our complaints procedure. These include

- A routine first-time request for a service (if a customer asks [the organisation] to do something, this is not a complaint unless the customer feels [the organisation] should have provided the service earlier, or in a different way)
- A request for compensation only
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- Issues that are in court or have already been heard by a court or a tribunal
- Disagreement with a decision where there is a well-established separate procedure for challenging that decision (for example, a statutory appeals process, or established appeals process followed throughout the sector)
- A request for information under the Data Protection or Freedom of Information (Scotland) Acts
- A grievance by a staff member or a grievance relating to employment or recruitment
- A concern about a child or an adult's safety
- Abuse or unsubstantiated allegations about our organisation or staff
- A concern about the actions of a separate organisation (except where the other organisation is delivering services on our behalf).

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.

We understand that you may be unable or reluctant to make a complaint yourself. We can take a complaint from a friend, relative or 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 Citizen Advice Bureau.

Scottish Independent Advocacy Alliance
Telephone **0131 524 1975**
Website **www.siaa.org.uk**

Citizens Advice Scotland
Website **www.cas.org.uk**

How Long Do I Have to Make a Complaint?

Normally you must make your complaint within 6 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.

Significant Performance Failure

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 a number of their tenants at risk, and which the landlord has not resolved. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

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 Phone them on **0141 242 5642**

Complaints About Factoring

The SPSO does not normally look at complaints about property factoring services. The First Tier Tribunal for Scotland (Housing and Property Chamber) is a body which aims to resolve complaints and disputes between home owners and property factors. If your complaint is about our property factoring service, and you are still dissatisfied after our investigation stage you will be able to take your complaint to the First Tier Tribunal for Scotland (Housing and Property Chamber).

For information on the Housing and Property Chamber visit **<https://www.housingandpropertychamber.scot/>**

Alternatively the contact details are as follows:

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

Tel: **0141 302 5900**
Fax: **0141 302 5901**



Complaints About a Care Service

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

The Care Inspectorate's complaints procedure, contact details and offices around Scotland, and information about how to complain are all on their website **www.careinspectorate.com** or you can contact them by:

Telephone **0345 600 9527**
email **concerns@careinspectorate.gov.scot**

We will always ensure that reasonable adjustments are made to help customers access and use our services.
If you have trouble making your complaint please tell us.

Contact details:

Southside Housing Association
Southside House
135 Fifty Pitches Road
GLASGOW G51 4EB

 0141 422 1112

 complaints@southside-ha.co.uk

 www.southside-ha.org



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