

‘ WHAT YOU NEED TO KNOW ABOUT MAKING A COMPLAINT ’

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



Southside
HOUSING ASSOCIATION

 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 enquiries@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 4 Melville Street, Edinburgh, EH3 7NS
- By post to FREEPOST EH641, Edinburgh, EH3 0BR
- By FREEPHONE on 0800 377 7330
- Online Contact Form at www.spsso.org.uk/contact-us
- Via website at www.spsso.org.uk
- Via Mobile site at www.m.spsso.org.uk

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 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
- 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 home, you may have the right to appeal against the decision
- Issues that are in court or have already been heard by a court or 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

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 260 5380

Fax 0131 260 5381

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.

A 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 interest of its 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.

A complaint between an individual tenant and a landlord is not a significant performance failure.

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 270 3810

COMPLAINTS ABOUT FACTORING

The SPSO does not normally look at complaints about factoring services. From 1 December 2017 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.

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 related to a care services 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.scswis or you can contact them by:

Telephone: 0845 600 9527

Fax: 01382 207 289

email: enquiries@careinspectorate.com

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.

Contact details:

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

 0141 422 1112

 enquiries@southside-ha.co.uk

 www.southside-ha.org

Southside

HOUSING ASSOCIATION

