

**CHARING CROSS HOUSING ASSOCIATION'S
COMPLAINTS PROCEDURE**

Charing Cross 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 our service standards and what you can expect from us.

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 on our behalf.

WHAT CAN I COMPLAINT ABOUT?

You can complaint 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 when 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 "Getting help to make your complaint".

HOW DO I COMPLAIN?

You can complain in person at our office, by phone, in writing, e-mail or by using our complaints form (attached).

It is easier 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. They can try to resolve any problems on the spot.

When complaining, tell us:-

- 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.

CONTACT DETAILS

Charing Cross Housing Association Ltd
31 Ashley Street
GLASGOW
G3 6DR

Telephone: 0141-333-0404
E-mail: cxha@cxha.org.uk

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 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 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 through stage 2. You may choose to do this immediately or some time after you get our initial response. We can help you with making this request.

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.

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**
Bridgeside House
99 McDonald Road
EDINBURGH
EH7 4NS

by post **Freepost SPSO**

Freephone **0800 377 7330**

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

Website www.spsso.org.uk

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

Text phone: **0790 049 4372**

COMPLAINTS ABOUT FACTORING

Owners not satisfied with the Association's response under this procedure can take their complaint to the First-tier Tribunal for Scotland Housing and Property Chamber. An application must be in writing. An application form can be downloaded from their website www.housingandpropertychamber.scot or requested from the following address:-

First-tier Tribunal for Scotland Housing and Property Chamber
Scottish Courts and Tribunal Service
4th Floor
1 Atlantic Quay
45 Robertson Street
GLASGOW
G2 8JB

Telephone: 0141 302 5900

Email: HPCadmin@scotcourtribunals.gov.uk

The attachments which must accompany the application form are as follows:-

- (1) Evidence that the homeowner has notified the property factor of the complaint and that the property factor has refused to resolve the complaint or has unreasonably delayed resolving the complaint;
- (2) Copies of any correspondence which the homeowner has sent and received from the property factor regarding the complaint, including the factor's response to notification of the complaint; and
- (3) A copy of any Statement of Services provided by the property factor.

It should be noted that the Association will retain all information relating to your complaint for three years from the date of the complaint.

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.

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

Or you can contact them by:-

Telephone **0845 600 9527**

Fax **01382 207 289**

Online complaints form from their website

Email enquiries@careinspectorate.com

Glasgow City Council Social Work Services provide some financial assistance towards our Sheltered Housing Complexes. Tenants can complain about the services they receive to:-

Glasgow City Council
Social Work Services
Social Work Rights and Enquiries Section
Wheatley House
25 Cochrane Street
GLASGOW
G1 1HL

Telephone: 0141 287 8757

Fax: 0141 287 8322

Email: social_work@glasgow.gov.uk marking your e-mail for the attention of the Principal Officer Rights and Enquiries Social Work Services.

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:

<http://www.scottishhousingregulator.gov.uk/>

Or you can phone them on **0141 271 3810**

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

Tel: **0131 260 5380** Fax: **0131 260 5381** Website: www.siaa.org.uk

Citizens Advice Bureau

Website: www.cas.org.uk Or check your phone book for your local bureau.

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.

We can also give you this leaflet in other languages and formats

(such as **large print**, audio and Braille).

OUR CONTACT DETAILS

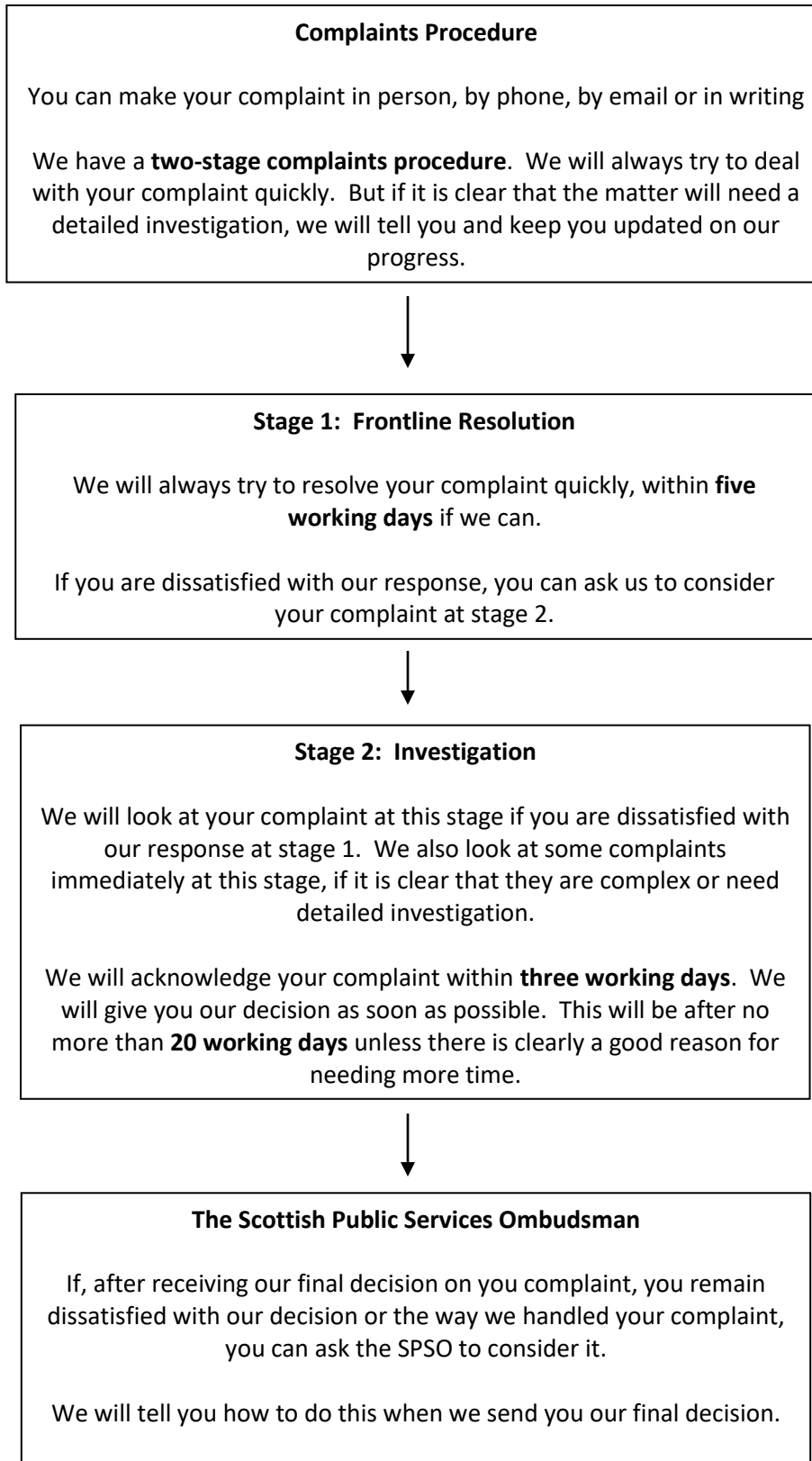
Please contact us by the following means:-

Charing Cross Housing Association Ltd
31 Ashley Street
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E-mail: cxha@cxha.org.uk

QUICK GUIDE TO OUR COMPLAINTS PROCEDURE



COMPLAINT FORM

Name:

Address:

Tel: Daytime:

Mobile:

E-mail:

Details of Complaint

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How do you wish to see it resolved?

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Signature: **Date:**