

Complaints

This leaflet is available in larger print, other languages, audio or other electronic forms

房屋協會是一個已登記的蘇格蘭慈善組織

投诉

這單張有不同語言的版本，也有錄音或其他電子傳送方式提供

L'association d'habitation Horizon est une œuvre de charité écossaise enregistrée

Plaintes

Cette brochure d'information est disponible dans d'autres langues, en format audio ou dans d'autres formats électroniques.

ਹੁਰਾਇਜ਼ਨ ਹਾਉਸਿੰਗ ਇਕ ਰਜਿਸਟਰਡ ਸਕਾਟਿਸ਼ ਚੈਰਿਟੀ ਹੈ

ਸ਼ਿਕਾਇਤਾਂ

ਇਹ ਲੀਫਲੈਟ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਆਡੀਓ ਜਾਂ ਹੋਰ ਇਲੈਕਟ੍ਰਾਨਿਕ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ

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Horizon Housing is a Registered Scottish Charity

WHY DO WE HAVE A COMPLAINTS POLICY?

We, Horizon Housing Association, aim to give you a quality service. However, there may be times when you are unhappy about something. It is important for you to tell us so we can put it right.

The complaints procedure also lets us monitor the quality of our service, so we can improve it.

Under the Housing (Scotland Act) 2001, we must give all tenants a copy of this policy and therefore it is included in all new tenant sign up packs.

WHO CAN COMPLAIN?

Anyone who gets or asks for a service from us can complain.

Someone else can complain for you, such as a friend, support worker, councillor, Member of Parliament (MP), Member of Scottish Parliament (MSP), Member of European Parliament (MEP), advice agency or solicitor, etc. You will need to sign a Mandate to give us permission to speak to them on your behalf. You do not need a mandate if the Councillor or MP writes to us on headed paper. If you are part of a tenants' group or residents' association and you would prefer to ask them to help you complain, we will be happy for them to contact us on your behalf.

WHAT CAN I COMPLAIN ABOUT?

You can complain about any part of our service that you are unhappy with, for example, if you think that:

- we did not carry out a repair properly;
- we did not give you information you asked for;
- a member of staff, a committee member or a contractor did not behave in a reasonable way;
- we did not deal with a housing application properly; or
- we have discriminated against you.

We will deal with complaints against neighbours under our neighbour disputes procedure. But, if your complaint is about the way we have dealt with a neighbour dispute, then you can use the complaints procedure.

INFORMAL COMPLAINTS

You have every right to make a formal complaint when you feel it is necessary. However, it is in everyone's interest to try and solve the problem quickly and informally.

To try and solve a problem informally, the best thing for you to do is to speak or write to the member of staff you have been dealing with. If you cannot remember who this is, or you don't know who to contact, look in your tenants' handbook or simply phone 01506 424140 and ask. You can also e-mail us at e-mail@horizonhousing.org

Let the member of staff know what the complaint is about. They will let you know how long it should take for the problem to be solved.

FORMAL COMPLAINTS

Stage 1

If you cannot solve the problem informally, you should make a formal complaint to the Director of Housing Services.

This could be by letter, by telephone, by e-mail or in person. It would help if you use the Complaints form which is available from any member of staff. We will treat this as **Stage 1** of the procedure.

The Director of Housing Services will acknowledge your complaint within 3 working days and you will receive a full response within 10 working days.

If the matter is complicated and we can't give you a complete answer within 10 working days we will let you know when you can expect to get an answer.

We treat all complaints in the strictest of confidence and will only discuss your complaint with those people who need to be involved. We cannot respond to anonymous complaints.

It is important to let us know exactly what the problem is, and how you would like us to solve it. Using the Complaints form should help you to do this.

If the complaint is against the Director of Housing Services you should write to the Chief Executive. You should send complaints about the Chief Executive to the Chairperson of the Management Committee.

Stage 2

If you do not think that the matter has been resolved by the Director of Housing Services, you should contact the Chief Executive, who will acknowledge your complaint within 3 working days of receiving it. The CE should send a full response within 10 working days. There may be times when the CE will want to meet with you to get more information, if so, this will be arranged within 10 working days.

Stage 3

If you feel that we have still not resolved the matter you have the right of appeal to our Management Committee. You should contact the Chair of the Management Committee within 28 days of receiving the decision of the CE. The Chair will acknowledge your appeal within 3 working days and arrange for a Complaints Panel to be convened within one month. This panel will be made up of 3 members of the Management Committee and you will put your appeal directly to them. The Panel will give you a decision in writing within 10 working days of the hearing.

The Management Committee's decision is the final stage in our complaints procedure. However, if you are still unhappy, you have the right to ask the Scottish Public Services Ombudsman to look at your complaint.

OMBUDSMAN

The Scottish Public Services Ombudsman investigates individual complaints of poor administration against registered social landlords (such as housing associations).

The Ombudsman can investigate any complaint about any service of a registered social landlord. Normally you must go through our complaints procedure before the Ombudsman will deal with your complaint.

You can contact them at:-

The Scottish Public Services Ombudsman
4 Melville Street
Edinburgh
EH3 7NS

Phone: 0870 011 5378

REPEATED COMPLAINTS

If you continue to make the same complaint without giving us any new information, and we have looked into it, we will treat this as a repeated complaint. We acknowledge the complaint as being a repeated complaint but take no further action.

INDEPENDENT ADVICE

You may feel it is important to get independent advice before you decide to make a formal complaint. You could talk to:

- the welfare rights service
- a citizens advice bureau
- a law centre
- a solicitor
- representatives of a tenants' group.

RECORDING AND MONITORING COMPLAINTS

We record all formal complaints and monitor them closely. Every year our Management Committee receives a report about the number and types of complaints, how long it took us to deal with them and whether we have changed how we work as a result.

COMPLIMENTS

We don't just want to know when we've got something wrong. We also want to where we are providing a good service so that we can keep doing it and congratulate the staff involved. Please feel free to compliment a member of staff personally, contact the Director of Housing Services or email us at e-mail@horizonhousing.org.

IMPROVING OUR SERVICE

Complaints and compliments are not the only way to tell us what you think of the service we provide. We are committed to constantly improving our service and therefore welcome **any** suggestions on how we can do things better. If you have any ideas please let your housing officer know, phone us on 01506 424140 or email us at e-mail@horizonhousing.org.

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