

How to complain



Introduction

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.

We are 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 if you are dissatisfied with our services, please tell 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 or on our behalf.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests;
- our failure to provide a service;
- our standard of service;
- our policies;
- the behaviour of a member of staff; and
- 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 property, you 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 re-open a previously concluded complaint or to have a complaint re-considered where we have already given our **final** decision following a stage 2 investigation (see below).

If you are still not satisfied you can seek an independent review of the complaint. This is explained later in this leaflet.

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 a representative of someone who is dissatisfied with our service.

Please also read the section 'Getting help to make your complaint' on page 5.

How do I complain?

You can complain in person at any of our offices, by phone, in writing, by email or by using our complaints form which is attached to this leaflet.

It is easier for us to resolve complaints if you make them quickly and directly to the staff member delivering the service you are complaining about, as long as you feel comfortable doing this. They can then try to resolve any problems on the spot. When complaining to us, please tell us:

- your name and address;
- as much as you can about the complaint;
- what has gone wrong; and
- 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 either:

- 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, listed below.

Stage 1: *Frontline resolution*

We aim to resolve frontline 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 other 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 more detailed investigation.

During stage 2, we will:

- acknowledge your complaint within three working days of receiving it;
- If necessary, 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.

If our investigation will take longer than 20 days, we will tell you.

We will do our best to 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 how 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 been through our complaints procedure (**so please make sure this is done before contacting the SPSO**);

- events that happened, or that you became aware of, more than a year ago; or
- 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, at SPSO, Freepost EH641, Edinburgh EH3 0BR;
- by calling free on 0800 377 7330; or
- via their website at www.spsso.org.uk

Complaints about our factoring service

The SPSO does not normally look at complaints about our factoring service.

The First Tier Tribunal will try to resolve complaints and disputes between homeowners and property factors.

So, if your complaint is about a factoring service, and you are still dissatisfied after our investigation stages, you should contact the First Tier Tribunal.

You can contact the First Tier Tribunal for Scotland:

- Housing and Property Chamber, First Tier Tribunal for Scotland, Glasgow Tribunals Centre, 20 York Street
Glasgow
G2 8GT
- Call: 0141 302 5900
- Website: <https://housingandpropertychamber.scot/home>

Complaints about our care services

If your complaint relates to a care service we provide (including care at home, day care and housing support), you can choose to complain to us or to the Care Inspectorate.

You can contact the Care Inspectorate:

- via their website at www.careinspectorate.com;
- by calling 0345 600 9527; or
- by emailing enquiries@careinspectorate.com

Reporting ‘significant performance failures’ to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about ‘significant performance failures’.

This is defined by the SHR as something a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved.

It is a systematic problem that does, or could, affect all the landlord’s tenants.

A complaint between an individual tenant and a landlord is not classed as ‘significant performance failure’. 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.

You can ask us for more information on significant performance failures, or you can contact the SHR:

- via their website at www.scottishhousingregulator.gov.uk;
- or
- by phone on 0141 271 3810.

Getting help to make your complaint

We understand that you may be unable or not want to make a complaint yourself.

We accept complaints from a representative of a person who is dissatisfied with our service.

We can take complaints from a friend, a 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 on 0131 260 5380 or via their website at www.siaa.org.uk;
- or
- Citizen’s Advice Scotland via their website at www.cas.org.uk. You can find the telephone number of your local Citizen’s Advice office in the phone book or online.

Accessibility

We are committed to making our service easy to use for all members of the community.

We will always make reasonable efforts to help customers access and use our services. If you have trouble putting your complaint in writing, please tell us.

We can produce this document in different formats, for example Braille, audio, large print, or other languages.

For more information, call **0131 557 7437** or email **alternativeformats@hanover.scot**

Email: complaints@hanover.scot

Head office

95 McDonald Road
Edinburgh
EH7 4NS
Tel: 0131 557 0598

East office:

95 McDonald Road
Edinburgh
EH7 4NS
Tel: 0131 557 7404

West office:

Pavilion 5 (Ground floor)
Watermark Business Park
345 Govan Road
Glasgow
G51 2SE
Tel: 0141 553 6300

North office:

12 Institution Road
Elgin
IV30 1QX
Tel: 01343 548585



Hanover (Scotland) Housing Association Ltd:
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2 Is this the first time you have made this complaint? If not, please give full details.

3 How would you like to see your complaint resolved?

4 May we contact you to discuss your complaint?

 Yes No

Signature:

Date:

Please post this form to:

The Company Secretary
Hanover (Scotland) Housing Association Ltd
95 McDonald Road
Edinburgh EH7 4NS

Alternatively you can email it to: complaints@hanover.scot