

Comments, Compliments & Complaints

We actively encourage feedback, suggestions, compliments and complaints to help us continually improve our services. This section covers the ways that you can do so.

Comments & Feedback

Our Happy Customer Strategy sets out our vision for the delivery of great services to our customers and integral to this is listening to our customers' views to make positive changes.

That is why we are keen to engage with our customers through focus groups, surveys and ad-hoc feedback. Whether you are providing feedback on a completed repair via the feedback form or you wish to comment via our online form, we are eager to hear your honest opinions.

Your feedback helps us to see our service from your perspective and where we are doing well or need to make improvements. Although we may not be able to action or resolve all of your suggestions immediately, they do help to identify where we need to focus our attention.

The simplest way to pass on comments, complaints and compliments is via our **online contact us form**. You can also do so by speaking to any Hanover employee or in writing to your local office.

Compliments

Whilst it is essential for us to know where we need to make improvements, it is just as important to know where we are doing a good job.

Whether you want to acknowledge an individual employee or overall service provision, we love to hear your positive feedback and we make sure to pass these on to the relevant people.



Complaints

As your landlord, 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 you are dissatisfied with our services, please tell us.

For detailed guidance on how to make a complaint, please see our **How to Complain leaflet**, available on our website or on request. The leaflet describes our complaints procedure and how to make a complaint. It also details what you can or cannot complain about, how we will handle your complaint and what you can expect from us. A summary of the key points and contacts is provided below.

Who Can Make a Complaint?

Anyone who receives, requests or is directly affected by our services, or their representatives, can make a complaint to us. If you are making a complaint on someone else's behalf, you will normally need their written consent.

How Do I Complain?

You can complain by phone, in writing, by email to complaints@hanover.scot, via our online contact form or in person at any of our offices.

It is easier for us to address 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. Then they can try to resolve the issue.



When complaining, please tell us:

- your full name and contact details;
- as much as you can about the complaint;
- what has gone wrong; and
- what outcome you are seeking

Complaints Process

Most complaints are dealt with through our two-stage complaints process:

- Stage 1 - this is for first-time complaints and we aim to respond within 5 working days.
- Stage 2 - if you are not satisfied with a Stage 1 response, we can investigate this further. We aim to respond within 20 working days.

If you are still dissatisfied with the outcome of your complaint after receiving a Stage 2 response, you may refer your complaint to the appropriate third party organisation for independent review.

Rented customers may contact the **Scottish Public Services Ombudsman (SPSO)**, factoring customers can contact the **First Tier Tribunal for Scotland, Housing and Property Chamber** and for care service complaints contact the **Care Inspectorate**. Please refer to our complaints leaflet for more information.