

WHO CAN MAKE A COMPLAINT?

Anyone who receives or requests a service from the Association, or provides a service to the Association can make a complaint. This may include tenants, sharing owners and applicants for housing, or any person acting on their behalf, for example, a family friend or solicitor.

It will also include contractors and consultants who provide services to the Association.

HOW CAN I MAKE A COMPLAINT?

Complaints can be made verbally or in writing. You can make a complaint to any member of staff who - if they cannot resolve the matter - will arrange for it to be recorded and passed to the relevant person to be dealt with.

You can send a letter, email, telephone, or complain in person at any of our offices. Alternatively, you can use one of our complaint forms available from any of our offices. You can also complain via our website at www.glenoaks.org.uk

HOW DOES THE COMPLAINT PROCEDURE WORK?

The complaints procedure has a number of different stages which you can go through to try and reach a satisfactory resolution of your complaint.

You can choose whether to have a complaint dealt with on an informal basis, or to have it be treated as a formal complaint.



CONTACT INFORMATION:

- Arden Office** 3 Kilmuir Drive,
Arden, G46 8BW
- Darnley Office** 120 Glen Moriston Road,
Darnley, GH3 7HT
- Pollok Office** 31/35 Ladymuir Crescent,
Pollok, G53 5UE

Alternatively, visit our website
www.glenoaks.org.uk

for advice on how to get in touch
*This leaflet summaries the Association's complaints policy.
A full copy of the policy is available at all the Association's offices
and can be downloaded from our website.*



Do you have a complaint?

This leaflet can be made available in
community languages and alternative formats.

WHY HAVE A COMPLAINTS POLICY?

Glen Oaks Housing Association aim to give you the best possible service, but there may be times when you are not entirely satisfied. If this is the case, it is important that you tell us.

As such, we have a simple system in place for receiving, investigating and trying to resolve complaints. The Association welcomes and encourages complaints as we believe it provides the information that is vital in order to improve the quality of our services.

WHAT DOES THE COMPLAINTS POLICY COVER?

Some of the examples of things you might want to complain about include:

- If a repair has not been carried out properly.
- If you have not received information you have asked for.
- If you feel your housing application has not been handled properly.
- If our staff or contractors do not provide an efficient and courteous service.
- If you feel you have been treated unfairly, or have been discriminated against.
- If there has been a problem with any of our services (e.g. quality of service, delays).
- If we have failed to meet our obligations to you under our tenancy agreement.

Complaints about other tenants are dealt with under a separate policy on Anti-social Behaviour.

STAGE 1 INFORMAL COMPLAINT

The Association believes for the majority of problems it is quicker and easier to resolve the problem informally. The most appropriate person to deal with this is the member of staff whom the complaint is first raised with, or the manager responsible for that particular service.

The aim would be for the staff member to provide you, where possible, with a quick verbal response. We believe many complaints at this stage will be able to be resolved within 24 hours. The maximum target, however, for concluding all informal complaints is 10 working days.

If you made an informal complaint in writing we would follow it up in writing.

STAGE 2 FORMAL COMPLAINT

You can do this from the outset, or if we do not manage to sort things out informally to your satisfaction.

The Association does not insist that formal complaints are made in writing, although this is encouraged wherever possible. What is important though is to receive a full account of why you are dissatisfied with a particular decision or service, and how you would like us to sort it out.

We will write to you within 3 working days to acknowledge that your complaint is receiving attention and to confirm who will respond to your complaint. We aim to write to you within 10 working days advising of the outcome of our investigation into your complaint. If this timescale is not possible, we will write within 10 working days advising of progress made and suggesting an alternative timescale.

STAGE 3 – APPEAL TO GLEN OAKS COMPLAINTS COMMITTEE

If you are dissatisfied with the response to your complaint, you can appeal against the decision taken by our staff. The Association's Complaints Committee will review the decision on your behalf.

A meeting of the Complaints Committee will be held within 28 days to hear your complaint. We will make sure you have at least 14 days notice of the meeting. You can attend the committee meeting to put your case in person. You can also bring along a friend or advisor to the meeting. A translation service will be available on request.

Committee will inform you of their decision within 10 working days of the hearing date. If Committee cannot make a decision within this timescale, you will be informed within 10 working days of the new timescale.

The Committee will also send you details about taking your complaint to the Scottish Public Services Ombudsman if you remain dissatisfied with the outcome.

STAGE 4 – APPEAL TO THE SCOTTISH PUBLIC SERVICES OMBUDSMAN

If you remain dissatisfied after the Association's appeal process has been exhausted, a complaint can be made to the Scottish Public Services Ombudsman.

The Ombudsman service is free, impartial and independent. The Ombudsman however will usually only examine complaints if the Association's own complaints procedure has been exhausted, and if complaints are referred within 12 months from when the problem happened or was known about.

The address of the Scottish Public Sector Ombudsman is: SPSO, Freepost EH641, Edinburgh, EH3 0BR. Telephone number – 0800 377 7330, email – ask@spsso.org.uk, web page – www.spsso.org.uk