

## **SCHEDULE 5:**

### **COMPLAINTS PROCEDURE**

#### **COMPLAINING TO GLEN OAKS**

Glen Oaks 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 service, 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 or on our behalf.

#### **What can I complain about?**

You can complain about things like: -

- Delays in responding to your enquiries and requests;
- Failure to provide a service;
- Our standard of service;
- Dissatisfaction with Glen Oaks' policy;
- Dissatisfaction with contractors to which we employ to deliver repairs and maintenance;
- Treatment by, or attitude of, a member of staff; &
- Our failure to follow proper procedure and in particular the Property Factors Code of Conduct.

Your complaint may involve more than one of our services or be about someone working on our behalf. We will always tell you who is dealing with your complaint.

#### **What can I not complain about?**

There are some things we cannot deal with through our complaints-handling procedures. These include: -

- A routine first-time request for a service, for example a first-time request for a repair or action on anti-social behaviour;
- Requests for compensation from Glen Oaks;
- 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 where we have already given our final decision.

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If you are still not satisfied, the complaint can be referred to the Housing and Property Chamber, First-tier Tribunal for Scotland 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.

**How do I complain?**

You can make a complaint through any of the following: -

**In Person:** Please visit Glen Oaks Housing Association office at  
3 Kilmuir Drive, Arden, Glasgow, G46 8BW

**By telephone:** 0141 638 0999

**By Post:** 3 Kilmuir Drive, Arden, Glasgow, G46 8BW

**By Email:** [go@glenoaks.org.uk](mailto:go@glenoaks.org.uk); &

**Website contact:** [www.glenoaks.org.uk/contact-us.html](http://www.glenoaks.org.uk/contact-us.html)

**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
- Within six months of you 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 contact us to explain why. The Housing and Property Chamber, First-tier Tribunal for Scotland will not hear complaints regarding events that took place before 1<sup>st</sup> October 2012.

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**What happens when I have complained?**

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 and tell you what you can do next. We might suggest that you take your complaint to Stage 2.

**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.

If you are making a complaint at Stage 2, please provide as much information as possible in relation to the complaint and detail this in writing via email or letter, as this will make it easier and quicker for our staff to help you.

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 unhappy 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 am still not happy?**

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 Housing and Property Chamber, First-tier Tribunal for Scotland to look at it.

The Housing and Property Chamber, First-tier Tribunal for Scotland cannot normally look at: -

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- A complaint that has not completed our complaints procedure (please make sure it has done so before contacting the Housing and Property chamber, First-tier Tribunal for Scotland.
- Events that happened, or that you became aware of, before 1<sup>st</sup> October 2012; &
- A matter that has been or is being considered in court.

You can contact the Housing and Property Chamber, First-tier Tribunal for Scotland:

**In person:** Housing and Property Chamber First-tier Tribunal for Scotland, Glasgow Tribunals Centre, 20 York Street, Glasgow, G2 8GT  
**By post:** Housing and Property Chamber First-tier Tribunal for Scotland, Glasgow Tribunals Centre, 20 York Street, Glasgow, G2 8GT  
**Telephone:** 0141 302 5900  
**Email:** [HPCadmin@scotcourtribunals.gov.uk](mailto:HPCadmin@scotcourtribunals.gov.uk)  
**Website:** [www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

**Complaints to the Scottish Housing Regulator**

If we are persistently failing to deliver services that meet the standards that are expected of us, and you have complained to us but you are still dissatisfied, you can complaint to the Scottish Housing Regulator.

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**QUICK GUIDE TO OUR COMPLAINTS PROCEDURE**

You should make the initial complaint to Glen Oaks in person, by telephone, email or via the website. We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated of our progress.



**Stage 1 - Frontline Resolution**

We will always try to resolve your complaint, within **5 working days** if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



**Stage 2 - Investigation**

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or require further investigation.

We will acknowledge your complaint within **3 working days**. We will give you our decision as soon as possible. This will be no more than **20 working days** unless there is clearly a good reason for needing more time.



**The Housing and Property Chamber  
First-tier Tribunal for Scotland**

If, after receiving our final decision on your complaint you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the Housing and Property Chamber, First-tier Tribunal for Scotland to consider it. The Housing and Property Chamber, First-tier Tribunal for Scotland will ask you to complete a Complaints Application Form before it will consider the Complaint.