

LANGSTANE HOUSING ASSOCIATION

COMPLAINTS POLICY

1. Preamble

Langstane aims to deliver a first-class service to all its customers, whether they be tenants, people on the waiting list, contractors, consultants, members of partner organisations or anyone else with whom we deal. We aim to deliver a first-class service to all these groups. We do recognise however that sometimes things can go wrong and it is important to us that we offer our customers a clear means of raising complaints if and when things do go wrong and give an explanation of how the Association will deal with such complaints.

2. Access

The Complaints Policy and the attached Procedure are not intended to replace normal contact between our customers and staff with whom they normally deal. The Association would encourage people to resolve any difficulties with them in the first instance. If however a complainer is not satisfied with the outcome of that, or if the system has failed them in any way, the Association will provide clear and rapid means of complaining. Such complaints will normally be addressed to the Chief Executive and dealt with by a Senior Manager of the organisation and a full written explanation setting out the action to be taken where appropriate to remedy the complaint will be issued within 14 days. If the complaint is against the Chief Executive, it will be dealt with by the Chairman of the Committee of Management usually with the assistance of one or more members of the Committee.

3. Appeals

If the complainer is not satisfied with the outcome of the original complaint, he/she may lodge an appeal with the Chief Executive who will report the matter to the Committee of Management. The Committee will in turn appoint a Sub-Committee to investigate and deal with the complaint. The complainant will have the right to be heard by the investigating Sub-Committee. If the complaint involves the Chief Executive, the Sub-Committee will not include the Chairman or any other member of the Committee who investigated the original complaint.

4. Publicity

The Association shall produce, review and update a leaflet introducing the Association's Complaints Policy and explaining the way in which it operates. It will also explain the role of the Public Services Ombudsman and how the complainer may contact him. It will be available at all Association offices and will be carried at all times by staff working in the field. Attached to the leaflet will be a tear-off slip for the assistance of anyone wishing to make a complaint. A summary of the policy and advice on how to access it is also contained in the Tenants Handbook. In addition, one copy of the leaflet will be issued to each tenant at the launch of the Complaints Policy and thereafter on a regular basis. This leaflet will be made available in alternative formats, including translation, on request.

5. Equal Opportunities Statement

The Association is committed to the promotion of equal opportunities. It will take positive steps to ensure that its policy meets the needs of all of its tenants, applicants and others who have dealings with it, regardless of gender, religious or political belief, race or ethnic origin, disability or any other reason. It will take active steps to ensure that this policy is available in appropriate formats and that translation is provided where required.

6. Timescale

The Association will deal with complaints in accordance with the procedure and timetable set out in the attached Procedure note.

7. Monitoring and Review

The Chief Executive will report to the Committee of Management on a quarterly basis in each year, summarising the complaints received, the manner of resolution and the performance against timescale targets set.

8. Whistleblowing Policy

This Policy is separate from the Association's Whistleblowing Policy which was set up to provide a means of raising concerns on matters of confidentiality, propriety or honesty.

9. Scottish Public Services Ombudsman

The Association will at all times publicise in any correspondence or leaflets or publications issued in connection with the Complaints Policy, the services of the Scottish Public Services Ombudsman and will co-operate fully with any investigations carried out by the Ombudsman into the activities of the Association, its servants or agents. The Association will monitor and review any cases referred to the Ombudsman.

Date Approved by Committee of Management:	18.01.10
Review Period:	2 Years
Date Due for Review by Committee of Management:	January 2012