

# LANGSTANE HOUSING ASSOCIATION

## COMPLAINTS PROCEDURE

### 1. General

Langstane tries to provide a first class service to its tenants, its applicants and all others with whom it comes into contact. We would hope that as part of our normal dealings with you, we can quickly attend to any requests you make or difficulties you are having. If things go wrong however and we have not in your opinion delivered the service we ought to have done, then we think it important that you are able to express a complaint properly and have it investigated at senior level. If the person with whom you are dealing has not been able to respond adequately to your query or give you the information or service you want, then you are entitled to invoke the Complaints Procedure. The following paragraphs explain how this can be done.

### 2. How to Make a Complaint

There is no set form for making a complaint. It would be very helpful to us if the complaint could be put in writing, with a note of what your complaint actually is and the name of the person with whom you have been dealing so far. That should then be addressed to the Chief Executive of the Association. If for whatever reason it is difficult for you to put your complaint in writing, then you may telephone the main switchboard number 01224 423000 and state that you wish to register a complaint. You will then be put through to somebody who can take down the details of your complaint and enter it into the Complaints Register.

### 3. What We Do

Once we have received a complaint, you will be sent an acknowledgement letter and your complaint will be entered into a register which will show the date on which it was received. It will then be passed to the head of the department (for example Customer Services or Corporate Services) who is responsible for the service you are complaining about. That head of department will give you a reply in full to your complaint indicating how the Association views your complaint and what it proposes to do to satisfy you, within 14 days of the date of receipt of your complaint. The register will show the date on which your letter is answered.

### 4. Further Steps

The letter you receive within 14 days may in simple cases be all that is required to deal with the matter. Sometimes however it will take longer and more discussion to resolve complicated issues, and if that is the case, then the reply you receive will indicate that and we will continue to deal with you as courteously and as speedily as we can.

## **5. Appeals**

If we do not satisfy you, you will have the right to lodge an appeal with the Chief Executive. He in turn will report to the Committee of Management. The Committee of Management will appoint representatives to investigate and deal with the complaint. If you wish it, you will have the right to be heard by the Sub-Committee investigating your complaint.

## **6. 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.

## **7. Scottish Public Services Ombudsman**

Finally, while we hope that we will always be able to resolve complaints to everyone's satisfaction, there may be times when, despite everything, we are unable to satisfy you. If that is the case, you are reminded that there exists the offices of the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS (Telephone Number 0870 011 5378). It is their job to investigate such complaints and they will be happy to advise you further.

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