

Useful Addresses

Citizen's Advice Bureau:

First Floor
41 Union Street
Aberdeen
Tel: (01224) 586255

Townhouse
Broad Street
Peterhead
Tel: (01779) 471515

30 Batchen Street
Elgin
Tel: (01343) 550088

Shelter:

Free Housing Advice Line
Tel: 0808 800 4444

Scottish Public Services Ombudsman

FREEPOST EH641
EDINBURGH, EH3 0BR
Tel 0800 377 7330



Contact:

Langstane Housing Association
680 King Street, Aberdeen, AB24 1SL
Tel: 01224 423000
Website: www.langstane-ha.co.uk
E-mail: info@langstane-ha.co.uk

Langstane Housing Association
21 Culbard Street,
Elgin, IV30 1JT
Tel: 01224 423000

Association's Out-of-Hours Emergency
Repair Cover:
01224 480281 (Aberdeen)
08457 565656 (Moray)
0845 081203 (Aberdeenshire)

If you require this leaflet in an alternative
format, please contact us and we will do
our best to help.

Registered Scottish Charity SCO11754

Any Complaints?



Langstane Housing Association has a strong commitment to providing all customers with an excellent standard of service, and is constantly working towards improving performance.

However, the Association does accept that there are times when things go wrong, and you may not be satisfied with the service you have received. Making a complaint to the Association allows us to investigate what happened, offer you an explanation, and also to make changes to improve the service in the future.

Whilst the Association will try to resolve your complaint informally in the first instance, there is a formal Complaints Policy and Procedure which is available via our website www.langstane-ha.co.uk

How do I put in a complaint?

The Association offers a range of contact options including:

- by telephone
- in person
- in writing
- by email to info@langstane-ha.co.uk

Staff will take full details of your complaint for investigation.

What happens next?

Your complaint is logged in the Complaints Register, and it is then passed to the Chief Executive of the Association who will:

- acknowledge your complaint in writing within 5 days
- instruct the relevant senior staff to investigate the matter further

How long will this take?

You will receive a written response to your complaint within 14 days. This may be to inform you that investigations are still underway, and a full response will follow later. It may be that your complaint requires that our Committee of Management consider the issue you have raised, and that will take a little time. However, you will be kept informed of when to expect a full response from the Association.

What if I am still unhappy?

You have the right to appeal if you are not satisfied with the response you have received. This is the final opportunity for the Association to ensure that all reasonable steps have been taken to resolve your complaint.

The appeals are dealt with by the Association's Committee of Management, who will form a sub-committee specifically to deal with the issue you are unhappy about.

What if I need some advice?

If you want some free, independent advice there are agencies that will provide this, including:

- Citizens Advice Bureau
- Shelter

What will happen if I am not satisfied after the appeal?

Once all steps in the Association's complaints procedure have been followed, and you are still not satisfied with the outcome there is a final option for customers. The Scottish Public Services Ombudsman (SPSO) is a free, confidential and independent service which deals with complaints about many public services bodies across Scotland.

You can refer your complaint to the SPSO, but the complaint must normally be within 12 months of you being aware of the issue you are complaining about, and also that the issue has not been considered in court.

You can get a complaint form from the SPSO by calling Freephone 0800 377 7330.

Compliments and Comments

The Association welcomes all feedback from customers, as this assists with reviews of the service. If you have any comments or suggestions to make, to help us improve, please let us know. We would also like to hear from you if you are pleased with the service you have received from us too.