



PORT OF LEITH
HOUSING ASSOCIATION

Making a Complaint

Making a complaint

We aim to provide excellent services to all customers and pride ourselves in putting our customers first. However if you are unhappy about our service we welcome your complaint.

You can complain about any aspect of our service which you are unhappy about. For example:

- If a repair has not been carried out properly.
- If you have not received information you have asked for.
- If you feel that a member of staff, board member or contractor has not behaved reasonably towards you.
- If you feel your housing application has not been handled properly.
- If you feel you have been unfairly discriminated against.

Who will know about your complaint?

We will make every effort to respect the confidentiality of your complaint. Whilst we are looking into your complaint, your name will not be given out to staff in the Association more than is absolutely necessary to help with our investigation.

You will appreciate, however, that if your complaint involves another tenant or a member of staff it may be very difficult for us to look at this without talking to that tenant or staff member. If you ask us not to talk to the tenant we will respect your wishes, but it will probably not be possible for us to take any action to tackle the problem.

We will not normally deal with anonymous complaints, other than in a very general way, as it is difficult for us to carry out a full investigation. We will, however, retain such complaints on file.

You have every right to make a formal complaint whenever you wish but before you make a complaint you may want to get advice before you decide whether to complain to us formally. Advice is free from the Citizens Advice Bureau, 166 Great Junction Street, Leith (0131 554 8144). You may wish to contact a solicitor but there will be a charge for this.

Please take the following steps to help you make your complaint:

Step 1

Contact us so we can discuss this together

- Phone us to arrange an appointment to speak to your Housing or Maintenance Officer. This can often be the best way for us to resolve your problem. A meeting will be arranged within 4 working days.
- If you prefer, write to your Housing or Maintenance Officer and let them know what the problem is and how you would like it to be put right. (In certain situations, you may wish to write directly to the Customer Services Manager for either Housing or Property.)
- We also have a form called “Making a Complaint” on this leaflet – complete the tear-off section and return it to us.
- If we can't resolve the problem immediately we will write to you within 3 working days advising that your complaint is being dealt with. We will then write to you again within 2 weeks of receiving the complaint to let you know the outcome. If this timescale has to change, you will be advised of why and the new timescale. Do please remember that some things may not be within our control and may therefore be less easy to sort out. If you are not happy with our response we will let you know how to make an appeal.

Step 2

If you are still unhappy

- Where you are unhappy with the response about your initial complaint you should then address your complaint to the Customer Services Manager - Housing if your complaint is about a housing application or general tenancy matter, or Customer Services Manager - Property if your complaint is about a repair or maintenance problem. (If you had contacted the relevant Manager in the previous stage, you would contact the Customer Services Director at this point.)

- We would encourage you to do this in writing wherever possible. If this is not easy you can do this over the telephone or in person by speaking to a member of our staff. Alternatively, complete the tear-off slip attached.
- When you make the complaint it is really important that you let us know exactly what the problem is, how you have suffered as a result and how you would like to see it resolved.
- Once we receive your complaint we will write to you within 3 working days to let you know that it is being dealt with.
- We will then write to you again within two weeks of receiving the complaint to let you know of the outcome. If the timescale has to change you will be advised of why and the new timescale.
- If you are not happy with the response you will be able to use the appeals procedure.

Step 3

Taking things further

- If you don't feel that we have resolved your complaint satisfactorily, you can appeal by writing to the Association's Chief Executive. You should give some background information about the complaint and why it was not handled to your satisfaction.
- The Chief Executive will write to you within 3 working days advising of when your appeal will be reviewed.
- The Chief Executive will review your appeal within 2 weeks and you will be given a written response to let you know the decision. This timescale may be longer if we have to contact other agencies and we will write to you to advise you of the action we are taking and the new timescale.
- If you are not happy with our decision we will advise you that you have reached the end of our internal Complaints Process and that you will normally be able to contact the Scottish Public Services Ombudsman. We will give you information on how to appeal.

Scottish Public Services Ombudsman Service

The Scottish Public Services Ombudsman investigates complaints against Housing Associations. This is a free and impartial service and a leaflet is available from our office. Your complaint must have gone through the Association's own Complaints Procedure before the Ombudsman can deal with your complaint. Normally a complaint must be submitted to the Ombudsman within 12 months after the day on which you first raised your complaint. This time limit is sometimes extended, but only if there are special reasons.

The contact for the Ombudsman service is:

Scottish Public Services Ombudsman
4 Melville Street,
Edinburgh EH3 7NS.
Telephone: 0800 377 7330
Email: ask@spsso.org.uk
Website: www.spsso.org.uk

Care Commission

If you are a resident in one of our Sheltered Housing Developments you can make a complaint directly at any stage to:

The Scottish Commission for the Regulation of Care
Compass House,
11 Riverside Drive,
Dundee DD1 4NY.
Telephone: 0845 603 0890
Email: enquiries@carecommission.com
Website: www.carecommission.com

Making a Complaint Form

Please ask a member of staff if you would like help completing this form. If you need the form in a different format or language please contact us on 0131 554 0403 or email info@polha.co.uk

1. Your name and address

Name

Address

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.....Post code.....

Telephone.....

Email.....

2. What are you complaining about? (Please explain to us what has gone wrong)

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3. How have you suffered as a result?

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4. What would you like to happen? (Please explain to us what would help to put things right)

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Making a Complaint Form

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إذا أردت الحصول على هذه الوثيقة بلغتك الأم الرجاء الاتصال بالرقم 0131 554 0403

Aby uzyskać ten dokument w Twoim ojczystym języku, proszę zadzwonić pod numer telefonu 0131 554 0403

"এই দলিল (ডকিউমেন্ট) আপনার ভাষায় পাওয়ার জন্য অনুরোধ করতে হলে অনুগ্রহ করে ০১৩১ ৫৫৪ ০৪০৩ (0131 554 0403) নম্বরে ফোন করুন"

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਡਕੂਮੈਂਟ ਪੰਜਾਬੀ ਵਿੱਚ ਚਾਹਿਦਾ ਹੈ ਇਸ ਨੰਬਰ 0131 554 0403 ਤੇ ਸੰਪਰਕ ਕਰੋ ।

آپ کی کہنے کی ہوتی ہے اس کے بارے میں اس نمبر پر 0131 554 0403 پر فون کریں۔



PORT OF LEITH
HOUSING ASSOCIATION

108 Constitution Street, Leith, Edinburgh EH6 6AZ

Telephone

Repairs 0808 100 0403

Housing and other Enquiries 0131 554 0403

Facsimile 0131 555 1504

Email: info@polha.co.uk

Scottish Charity Number SC027945