



PORT OF LEITH
HOUSING ASSOCIATION

COMPLAINTS HANDLING POLICY 2019

FULL REVIEW TRACKING

Last Full Review Date	n/a – new policy
Policy Owner	Claire Ironside
Document Author(s)	Joyce Cuthbert
Communication & Training Methods	At induction and part of ongoing training.
Date Last Approved	February 2019
Approved By	Leadership Team
Review Cycle	3 years
Next Review Date	March 2022
The Policy has a direct link to the following PoLHA policies and procedures	Customer Contact Management Policy; Customer Charter; Difficult Customer Management Policy; Compensation Policy
This policy complies with the requirements of these legal and/or regulatory documents	Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure First Tier Tribunal (Housing and Property Chamber)
Equality & Diversity Impact (EI) Assessment Status	This document was EDI Assessed by Joyce Cuthbert using the organisation's set procedure in February 2019 and is considered to be free of anything which may lead to any unfair discrimination in its application. EI Assessment records are held by the Chief Executive's Office and can be accessed on request to the Head of Corporate Services.

REVISION TRACKING

Revision Date	Part of doc revised	Reason for revision	Approved by

1. BACKGROUND/INTRODUCTION

- 1.1 The Scottish Public Services Ombudsman (SPSO) first published their model complaints handling procedure in March 2012. The aim was to improve complaints handling systems in the public sector by having a standardised procedure. As a Registered Social Landlord, we fall under the auspices of the SPSO and so are required to follow the model procedure.

2. POLICY STATEMENT

- 2.1 The Association ensures that our policy and associated procedures comply with the SPSO's model complaints handling procedure.

3. RESPONSIBILITIES UNDER THE POLICY

- 3.1 Operational managers are the designated appropriate senior officers who are normally responsible for responding to Stage 2 complaints, noting any learning points and responding to any subsequent correspondence from the SPSO.
- 3.2 Members of the Leadership Team are responsible for responding to Stage 2 complaints and any subsequent correspondence from the SPSO in certain circumstances where, for example, the complaint is about an operational manager or where a complaint might be considered serious, high risk or high profile.
- 3.3 Frontline staff are normally responsible for responding to Stage 1 complaints and noting any learning points.
- 3.4 All staff are responsible for ensuring that they are familiar with our complaints handling procedure and that they comply with this.

4. POLICY FRAMEWORK

- 4.1 We have fully adopted the SPSO model complaints handling procedures, which are clearly set out for staff to follow and are also available for customers.

5. ASSOCIATED PROCEDURE(S)

- 5.1 Detailed procedures for staff, which follow and adhere to the SPSO model complaints handling procedure, are available on Connect.

6. POLICY & PROCEDURE EFFECTIVENESS ASSESSMENT CRITERIA

- 6.1 We report regularly to senior management and to the board on the number of complaints; reasons for complaints and the percentage responded to within the agreed timescales. We also record learning points from complaints.

7. REFERENCES

- 7.1 SPSO website www.spsso.org.uk