

Larkfield Housing Association's Complaints Policy

Introduction

Larkfield Housing Association aims to provide a high quality and efficient service to you at all times.

There may be occasions however when you are unhappy about the standard of service you have received. This leaflet provides you with the procedure to be followed if you have a complaint to make about our service.

Types of Complaint

If you request, or receive a service from Larkfield Housing Association that you are unhappy about you can use the complaints procedure. Types of complaint might include:-

- If you feel that a member of Staff, Committee or a Contractor have acted unreasonably when dealing with your enquiry.
- If repairs have not been completed properly and within timescales.
- If you feel discriminated against in any way.
- If you feel that an Association policy has not been operated correctly.

Staged Approach

In general terms, complaints will be dealt with in a staged approach:

Stage 1 - Sorting Out A Complaint Informally

Before a formal complaint is made, staff will try to resolve the problem informally by listening to the full details of the complaint, making enquiries and reporting back to you, in writing.

Where the complaint appears legitimate, staff will rectify the situation and apologise to you at that time.

Stage 2 - The Formal Complaint

Confidentiality

The Association will as far as possible respect the confidentiality of any complaints that are made. Names will not be disclosed within the Association unless necessary.

The Association will receive formal complaints in writing, in a letter or by the completion of a complaints form and will offer appropriate assistance in the completion of the form where necessary. The complaint will then be noted within the Association's complaints register.

Complaints forms can be completed either:

- in person at the office;
- or at the tenant's home.

The complaint will then be investigated and a report will be prepared for the Director's consideration and decision. A response will be sent to you by the Director.

Where the complaint is about the Director, this will be referred immediately to the Chairman of the Association.

We will normally expect to respond within 10 days. If the problem is more complex, it may take longer to investigate fully. The Association will however keep you informed of progress.

Stage 3 - Right of Appeal

You will be advised of the right of appeal, if you are not satisfied with the response given by the Director.

The right of appeal will be to the Committee of Management.

Where such an appeal is received, the Director will prepare a report on the matter for the Committee's consideration. You will be given an opportunity to present your case in person to the Committee if you wish. In most instances, the case will be considered at the first Committee meeting and you will be advised immediately thereafter. The letter to you will give reasons for the Association's decision.

Scottish Public Services Ombudsman for Scotland

If you still feel dissatisfied with the Association's handling of your complaint you will be advised of the role of the Scottish Public Services Ombudsman for Scotland. You will also be given details about how to contact the Ombudsman and a copy of the complaint form. A supply of these will be held in the office. The right of appeal to the Ombudsman is only available if your complaint lies within the Ombudsman's authority.

The Ombudsman investigates complaints from members of the public who claim to have suffered personal injustice or hardship through mal-administration in connection with any action, taken by or on behalf of the housing association.

Before writing to the Ombudsman you will be expected to have done everything possible to get the matter settled locally.

The Ombudsman can be contacted at:-
23 Walker Street
Edinburgh
EH3 7HX

This leaflet is designed as a brief guide to Larkfield Housing Association's Complaints procedure. For further information, please contact our office at the address noted below. Please note that the Complaints procedure can be produced in Braille, audio tape and other language formats if required.