



# Making A Complaint ....

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## Our Mission Statement

"Working Together"

Loreburn Housing Association Ltd is committed to providing high quality services to all our customers. We value complaints, compliments and comments, and use information from them to help us improve our services. If something goes wrong, or you are dissatisfied with our services, please tell us.

This leaflet tells you how to complain and how we will respond.

We would also be glad to hear from you if you want to compliment us or comment on any of our services!

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## What Is A Complaint?

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When anyone tells us they are not happy with any aspect of our services, we treat this as a complaint.

## What Can I Complain About?

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You can complain about things such as:

- ▶ delays in dealing with your enquiry or service request
- ▶ our failure to provide a service
- ▶ the standard of what we have done
- ▶ treatment by, or attitude of, staff

## What Can I Not Complain About?

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There are some things we can't deal with through our Complaints Procedure. Such things include:

- ▶ when you make a routine request for a service. This includes, for example, reporting a repair, or complaining about someone causing anti-social behaviour, for the first time
- ▶ a request for compensation
- ▶ issues that are already in Court, or have been heard by a Tribunal
- ▶ asking us to deal with a complaint that has already been dealt with.

## Who Can Complain?

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Any Loreburn customer who is unhappy about any service can complain. Another person or agency can also complain on your behalf.

If you are an owner or sharing owner, we provide a factoring service to, then see the back cover for how to complain to the Homeowners Housing Panel.

## How Do I Complain?

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You can complain to any member of staff in person, by phone, letter, email or text, or you can ask someone to do it for you.

Normally, your complaint should not be about something that happened more than 6 months ago.

# What Happens To My Complaint?

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**Stage 1:** We will try to sort out your complaint as close as we can to the point where we provided the service. We will tell you who is dealing with it, and **respond to you in 5 working days**.

**Stage 2:** If you're not happy with how we dealt with the complaint, we will carry out a further investigation. We will acknowledge your complaint within 3 working days and then someone will talk to you. This is so we can understand why you're not happy and what you want to see happen. We will **give you a full response in 20 working days**. If, for some reason we can't do this, we will explain why and agree a new timescale to respond to you.

## What If I'm Still Not Satisfied?

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If you're not happy with our decision or how we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

They can only do this if you have been through our Complaints Procedure.

The SPSO can't deal with something that happened more than a year ago, or that has been, or is being, dealt with by a Court.

## How To Contact the SPSO

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In Person: SPSO, 4 Melville Street, Edinburgh, EH3 7NS

By Post: SPSO, Freepost, EH641, Edinburgh, EH2 0BR

By Phone: 0800 377 7330 (Freephone)

Online: [www.SPSO.org.uk/contact-us](http://www.SPSO.org.uk/contact-us)

Mobile: <http://SPSO.org.uk>

## Getting Help With a Complaint

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If you're unable to, or don't want to complain yourself, then help is available. We will take complaints from someone acting for you. This could be a relative, friend or someone advocating for you. You just need to have agreed they will act for you. You can contact either:

### **Dumfries & Galloway Advocacy Service**

107 English Street, Dumfries, DG1 2DA. Telephone: 01387 247237

### **Citizens' Advice Scotland**

81-85 Irish Street, Dumfries, DG1 2PQ. Telephone: 01387 252456

23 Lewis Street, Stranraer, DG9 7AB. Telephone: 01776 706355

19A Bank Street, Annan, DG12 6AA. Telephone: 01461 201012

3 St Andrew's Street, Castle Douglas, DG7 1DE. Telephone: 01556 504770

## Complaints About Factoring

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The SPSO doesn't normally deal with complaints about factoring. This is done by the Homeowners Housing Panel which resolves complaints from owners about factoring arrangements. The panel can be contacted here:

### Homeowners Housing Panel

Europa Building, 450 Argyle Street, Glasgow, G2 8LH. Telephone: 0141 242 0175

## Complaints About Housing Support Services

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If your complaint is about a support service we provide, you can complain to us or you can choose to complain to the Care Inspectorate. They can be contacted here:

### Care Inspectorate

Solway House, Tinwald Downs Road, Dumfries, DG1 3SJ

Telephone: 0845 600 9527

Fax: 01382 207289

Enquiries@CareInspectorate.com

www.CareInspectorate.com

## Contact Us

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Loreburn Housing Association Ltd, Huntingdon, 27 Moffat Road, Dumfries, DG1 1NN

Telephone 01387 321300

Fax: 01387 320399

Enquire@Loreburn.co.uk

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Registry of Friendly Societies No 2110R(S)

Scottish Housing Regulator Registered No HAL153

## Other Formats

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This information is also available in other formats and languages by phoning 01387 321300.