



Loreburn Group

Complaints Handling Policy

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1 Purpose of Policy

1.1 Loreburn's Complaints Policy reflects our commitment to valuing complaints.

1.2 Its purpose is to:

- ensure that we can resolve customer dissatisfaction as close as possible to the point of service delivery;
- ensure that staff and complainants are clear about the standard of service that should be provided including timescales for resolution;
- ensure that complaints are used constructively to influence service delivery, and, when needed, service improvement.
- ensure compliance with the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure (MCHP).

2 Scope of the Policy

2.1 Loreburn have fully adopted the SPSO complaints handling procedures which are clearly set out for staff to follow and are also available for our customers. Information for customers is available within the Resource Library located on our website (www.loreburn.org.uk). Further information is also available on the SPSO website (www.spsso.org.uk).

3 Policy Statement

3.1 Loreburn ensures that our complaints handling policy and associated procedures comply with the SPSO's model complaints handling procedure. The MCHP sets out how to handle complaints.

3.2 This policy and associated procedures and appendices reflect the MCHP and consist of;

- Part 1 – Overview and Structure
- Part 2 – When to Use the Procedure; guidance on identifying what is and what is not a complaint, handling complex or unusual complaints, the interaction of complaints and other processes, and, what to do if the MCHPs do not apply.

- Part 3 – Complaints Handling Process; this contains guidance on handling a complaint through stages 1 and 2 and dealing with closing complaints and the final response.
- Part 4 – Governance & Responsibilities; this sets out staff roles and responsibilities and guidance on recording, reporting and publishing of complaints as well as the learning and improvement from complaints.
- Part 5 – Customer Facing Information; guidance for customers about how we handle complaints.

3.2 The above documents provide guidance and detail for complaints handling. The Complaints Handling Procedure (CHP) is summarised below:

<p>Complaints procedure</p>	<p>Complaints can be made in person, by phone, by email, in writing or via our website’s online form.</p> <p>We have a two-stage complaints procedure. We should always deal with complaints quickly. If it's clear the matter will need a detailed investigation, we will let the complainant know and keep them updated on progress.</p>
<p>STAGE 1 - Frontline Resolution</p>	<p>We should always try to resolve the complaint quickly, within five working days.</p> <p>If the complainant is dissatisfied with our response, they may ask us to consider their complaint at Stage 2.</p>
<p>STAGE 2 - Investigation</p>	<p>We will look at a complaint at this stage if the complainant is dissatisfied with our response at Stage 1. We may also look at a complaint immediately at this stage if it's complex or needs a detailed investigation.</p> <p>We should acknowledge the complaint within three working days, and give our decision as soon as possible. This will be after no longer than 20 working days, unless there is good reason for needing more time.</p>

4 Responsibilities

- 4.1 All Loreburn staff are responsible for ensuring they have knowledge of our complaints handling procedures and that they comply with these procedures.
- 4.2 Customer facing staff are responsible for dealing with stage 1 complaints and resolving these wherever possible and ensuring accurate recording including the recording of any learning and improvement points.
- 4.3 Any Member of staff may respond to a stage 2 complaint and provide a final response which would be agreed by a Team Manager or a more senior role.
- 4.4 If the complaint advances from stage 1 to stage 2, either due to its complexity or dissatisfaction with the initial outcome, it shall be handled by a different staff member at an equivalent or more senior role.
- 4.5 Heads of Service or the Executive Team would respond to subsequent correspondence from the SPSO.
- 4.6 Complaints about a member of staff will be dealt with by a Team Manager or more senior role from a different department.
- 4.7 Where Stage 2 complaints are considered serious, high risk or high profile, the Chief Executive or Executive Team will deal with all such complaints and any subsequent follow up from the SPSO.

5 Recording, Learning & Improvement

- 5.1 Complaints provide us with invaluable feedback and should always be used to improve services. It is therefore important that all complaints are accurately recorded according to procedures which will allow them to be analysed and reported on a regular basis.

- 5.2 We report quarterly to Loreburn's Management Committee and Executive Team on the number of complaints received, reasons for complaints, percentage responded to agreed timescales and the percentage of complaints upheld.
- 5.3 We record all learning points on complaints which shape policy and service improvement.
- 5.4 We publish quarterly complaints data on our website.

6 Privacy & Data Protection

- 6.1 We treat all personal data in line with our obligations under the current data protection regulations and our own privacy policy. We publish how data will be used and process on our website.

7 Equality, Diversity & Inclusion

- 7.1 We aim to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider.
- 7.2 We will not discriminate against tenants, staff, visitors, suppliers or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010).

8 Policy Review

- 8.1 The Policy Champion is the Chief Executive.
- 8.2 This Policy will be reviewed every three years or sooner as required due to legislative or substantive change.

9 Appendices

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