

Complaints Handling

A guide for customers



Loreburn Housing Association is committed to providing high-quality customer services.

We value complaints 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 document outlines our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.



What is a complaint?

We regard a complaint as an expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us on or on our behalf.

What can I complain about?

You can complain about things like:

- Delays in responding to your enquiries and requests
- Failure or refusal to provide a service
- Our standard of service
- Dissatisfaction with our policy
- The conduct or attitude of a member of staff or our contractors; or
- Our failure to follow proper procedure, deliver services fairly, or in accordance with the law or guidance.

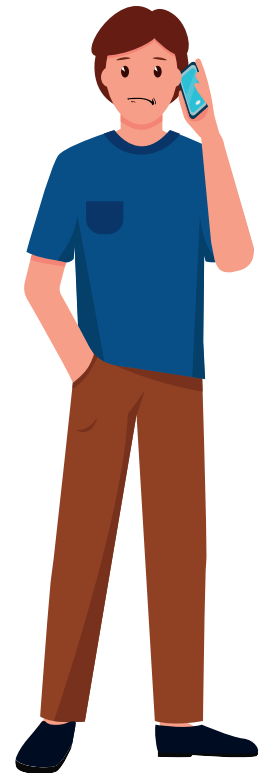
Your complaint may involve more than one of our services or be about someone working on our behalf.



What can't I complain about?

There are some things we can't deal with through our complaints procedure:

- A routine first-time request for a service, for example reporting a problem that needs to be repaired or an initial report of antisocial behaviour
- Requests for compensation
- Issues that are in court or have already been heard by a court or a tribunal.
- Where our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a house, you may have the right to appeal against the decision; or
- An attempt to reopen a previously concluded complaint, or to have a complaint reconsidered, where we have already given our final decision following a Stage 2 investigation. If you are still not satisfied, you can ask the Scottish Public Services Ombudsman for an independent review of the complaint.



In some instances, concerns about safety or the actions of another organisation are not considered as complaints. If other procedures or rights of appeal can help you resolve your concerns we will give information and advice to help you.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on *'Getting help to make your complaint'*



How do I complain?

You can complain in person, by phone, in writing, email or by using our online form on our website.

It's easier for us to resolve complaints if you make them quickly and directly to the service concerned, so please talk to a member of our staff at the service you're complaining about. Then they can try to resolve any problems as quickly as possible.

When complaining, tell us:

- ✓ Your full name, address and contact details
- ✓ As much as you can about the complaint
- ✓ What's gone wrong
- ✓ How you'd like us to put things right

How long do I have to complain?



Normally you must make your complaint within six months of:

- The event you want to complain about, or
- Finding out that you have reason to complain

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

Complaints we receive are always recorded, and we will tell you who is dealing with your complaint. Our complaints procedure has **two stages**:

STAGE 1 Frontline Resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

We will give you our decision at Stage 1 in **5 working days or less**, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through Stage 2.

You must normally ask us to consider your complaint at Stage 2 either:

- Within six months of the event you want to complain about or finding out that you have a reason to complain; or
- Within two months of receiving your stage 1 response (if this is later).

In exceptional circumstances, we may be able to accept a Stage 2 complaint after this time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

STAGE 2 Investigation

Stage 2 deals with two types of complaint:

- Those that have not been resolved at Stage 1, and
- Those that are complex and require detailed investigation

When using Stage 2, we will:

- Acknowledge receipt of your complaint **within three working days**
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you're looking for
- Give you a full response to the complaint as soon as possible and within 20 working days

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What happens if I am still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the **Scottish Public Services Ombudsman (SPSO)** to look at it.

You can ask the SPSO to look at your complaint if:

- You have gone all the way through our complaints handling procedure;
- It's less than 12 months after you became aware of the matter you want to complain about; and
- The matter has not been (and is not being) considered in court

The SPSO will ask you to complete a complaint form and provide a copy of our final response to your complaint.

Scottish Public Services Ombudsman

Freepost SPSO, Bridgehouse, 99 McDonald Road, Edinburgh, EH7 4NS

Freephone 0800 377 7330

Website www.spsso.org.uk

Online contact www.spsso.org.uk/contact-us



Complaints about factoring

The SPSO does not normally look at complaints about our factoring service. Instead, the Housing and Property Chamber will try to resolve complaints and disputes between home owners and property factors.

If your complaint is about a factoring service, and you are still dissatisfied after our investigation stage, you will be able to go to the Housing and Property Chamber.

Opening hours

9.00 - 17.00 Monday - Thursday | 9.00 - 16.30 Friday

Housing and Property Chamber
First-tier Tribunal for Scotland
Glasgow Tribunals Centre, 20 York Street, Glasgow, G2 8GT

Telephone 0141 302 5900 **Fax** 0141 302 5901



Support complaints

If your complaint relates to a support service we provide, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure, or make a complaint, by contacting them directly.

Telephone 0345 600 9527

Email enquiries@careinspectorate.gov.scot

Online complaints www.careinspectorate.com



Reporting a significant performance failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved.

This is something that is a systemic problem that does, or could, affect all of a landlord's tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

A complaint between an individual tenant and a landlord is not a significant performance failure. Significant performance failures are not,



therefore, dealt with through this complaints handling procedure.

You can ask us for more information about significant performance failures. The SHR also has more information on their **Website:**
www.scottishhousingregulator.gov.uk

Telephone 0141 242 5642

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

Scottish Independent Advocacy Alliance

Telephone 0131 510 9410

Email enquiry@siaa.org.uk

Website www.siaa.org.uk



Citizens Advice Scotland

Citizens Advice Scotland may be able to give you further advice and guidance. You can discuss your concerns with your local Citizens Advice Bureau.

Website www.cas.org.uk



A quick guide to our complaints procedure

Complaints procedure

Complaints can be made in person, by phone, by email, in writing or via our website's online form.

We have a two-stage complaints procedure. We will always deal with complaints quickly. If it's clear the matter will need a detailed investigation, we will let the you know and keep you updated on our progress.

Stage 1 - Frontline Resolution

We will always try to resolve your complaint quickly, **within five working days**.

If you're dissatisfied with our response, you may ask us to consider your complaint at **Stage 2**.

Stage 2 - Investigation

We will look at a complaint at this stage if the you're 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.

We will acknowledge your 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.



Contact us

Letter Loreburn Housing Association 27 Moffat Rd,
Dumfries DG1 1NN

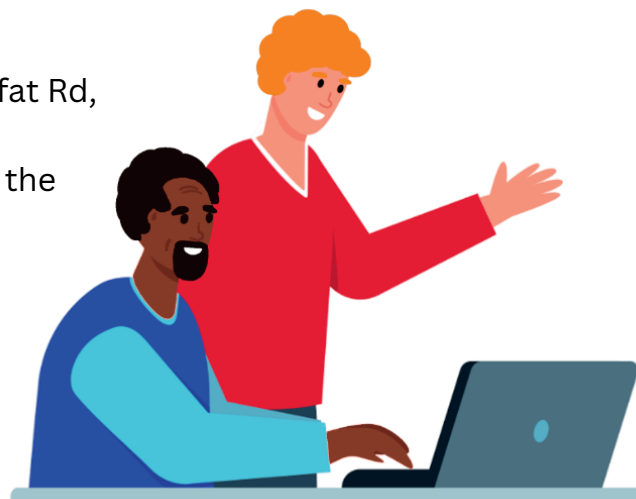
(please note that this address is not open to the public)

Telephone 0138 732 1300

Email customerservice@loreburn.org.uk

Website www.loreburn.org.uk

Social media @LoreburnHousing



How can I get more involved?

If you've read this leaflet, then it's likely that you have been dissatisfied with something we've done or, perhaps, not done.

Maybe this is the time to consider the level of involvement you have with Loreburn.

There are lots of ways to get involved, whether it's local participation or to have a say in how we do things more broadly. We want each and every one of our residents to have the opportunity to be heard and give feedback on our services and below are just two of the ways you can get involved.

Becoming a Member

For just £1, you can have an active role in influencing what goes on at Loreburn and have a say in the decisions that affect the community you live in.

As a member of Loreburn, you will:

- Receive a Share Certificate, a copy of the Association's Rules, Annual Report and Accounts
- Be able to vote at the Annual General Meeting
- Be able to seek election to the Management Committee

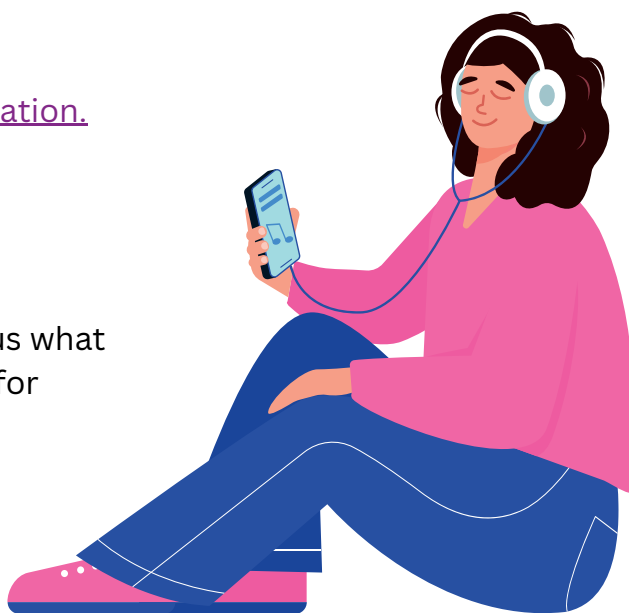
- Be able to influence key decisions

[Visit our dedicated page for more information.](#)

Tenant Scrutiny Group

We believe it's important for you to tell us what we're doing well, or not so well, in order for us to do things better

The Tenant Scrutiny Group reviews our performance and shares its thoughts on a number of matters, including budgeting, service improvements and new ideas.



If you've never done anything like this before, don't worry!

- We will provide training along the way
- You can expand your existing skills
- You can decide how much, or little, time you spend helping us
- You'll have guidance from our team of professionals

...and more! If you'd like to find out more about our Tenant Scrutiny Group, please [get in touch](#).

