

## Quick Guide to Our Complaints Procedure

You can make your complaint in person, by phone, by email or in writing.

We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you 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 we can. If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.



### Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.



### The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we handled your complaint, you can ask the SPSO to consider it. We will tell you how to do this when we send you our final decision.

Our full Complaints Procedure is available from our website or on request from our office.

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V06/16 SB/SK

# Making a Complaint



This leaflet provides a summary of our Complaints Procedure. We value complaints and use information from them to help us improve our service.



clydebank housing association

Clydebank Housing Association is committed to provide high-quality customer services.

## We value complaints and use information from them to help us improve our services.

This leaflet provides a brief summary of our complaints procedure, which is available on our website or on request from our office.

## A quick guide to our procedure is shown overleaf.

### What is a complaint?

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

### What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- our standard of service
- treatment by or attitude of a staff member

There are some things that can't be dealt with through our complaints procedure, for example, a routine first-time request for a service or issues that are in court.

### Who can complain?

Anyone can make a complaint to us.

We accept complaints from the representative of a person who is dissatisfied with our service.

### How do I complain?

You can complain in person at our office, by phone, in writing, by email (details on the back page) or by using our complaints form.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned.

Please tell us your full name and address, as much as you can about the complaint, what has gone wrong and how you want us to resolve the matter.

### How long do I have to make a complaint?

Normally you must make your complaint within six months of:

- the event you wish to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself

### What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaint procedure has two stages as shown in the quick guide overleaf.

### What if I am still dissatisfied?

After we have fully investigated your complaint and let you know the outcome, if you are still dissatisfied, either with our decision or the way we have dealt with your complaint, you can contact the Scottish Public Services Ombudsman.

Their contact details are:

Freepost address (a single-line address, it does not require a stamp): Freepost SPSO

T: 0800 377 7330

W: [www.spsso.org.uk](http://www.spsso.org.uk)

### Complaints about factoring?

A separate factoring complaints procedure for customers receiving a factoring service is available on request or from our website downloads section.

### Getting help to make your complaint?

We understand you may be unable, or reluctant, to make a complaint yourself. We accept complaints from friends, relatives or advocates if you have asked them to complain for you.

You can find out about advocates in your area by contacting either of the agencies below:

Scottish Independent Advocacy Alliance

T: 0131 260 5380

W: [www.siaa.org.uk](http://www.siaa.org.uk)

Citizens Advice Bureau

T: 0141 435 7590 (Clydebank branch)

W: [www.cas.org.uk](http://www.cas.org.uk)

### Our contact details

Our contact details are shown on the back page.