



clydebank housing association

Customer Complaint Form

Part 1: About you

We can receive anonymous complaints but please refer to our procedure for more information.

Name:	
Address:	
Telephone number/ e-mail address:	

Part 2: What has gone wrong?

We want to get the full picture about your complaint.

Please provide as much information as possible including dates, times, names and so on.

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Please continue on a separate sheet if necessary.

Part 3: How would you like us to resolve the matter?

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Signed	
Date	

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Quick Guide to our Complaints Procedure

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.

FOR OFFICE USE ONLY

Received by	
Designation	
Date	
Passed to (if applicable)	
Department	
Date	
Summary of what we did (for publishing)	