

Making a Complaint



Thenue is committed to providing high quality customer services. We value complaints as a way to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

Our guide to making 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 to you.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure

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. These include:

- a routine first time request for a service, for example reporting something that needs to be repaired or initial action on anti social behaviour

- requests for compensation
- our policies and procedures that have a separate right of appeal
- issues that are in court or have already been heard by a court or tribunal
- 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 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 at our office at 423 London Road or any of our service centres by phone, in writing, email 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. So please talk to a member of our staff about the service you are complaining about. They can then try to resolve any problems on the spot. When complaining, tell us:

- your full name, address and telephone number
- as much as you can about the complaint
- what has gone wrong
- 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 want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself

In exceptional circumstances, we may be able to accept a complaint after this 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?

We will always 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 the service is provided. This could mean an on the spot apology and explanation if something has gone wrong and immediate action to resolve the issue.

We will give you our decision 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 remain dissatisfied, you can ask for your complaint to be escalated to stage 2. You can choose to do this immediately or some time after our initial response. We can help you with making this request.

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 more detailed investigation.

We will:

- acknowledge your complaint within 3 working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response as soon as possible and within 20 working days.

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

What if I'm still dissatisfied?

After we have fully investigated and given you our response, 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.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered at court.

The SPSO can be contacted:

In person - SPSO, Bridgeside House, 99 McDonald Road,
Edinburgh, EH7 4NS

By post - Freepost SPSO.

Freephone - 0800 377 7330

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

Mobile site - <http://m.spsso.org.uk>

Complaints about factoring

The SPSO does not normally look at complaints about our factoring service. The Housing and Property Chamber tries to resolve complaints and disputes between home owners and property factors. You can contact them on:

Housing & Property Chamber

Glasgow Tribunals Centre

20 York Street

Glasgow

G2 8GT

Tel: 0141 302 5900

Fax: 0141 203 5901

Email: HPCAdmin@scotcourtribunals.gov.uk

Complaints about our financial inclusion & money advice service

If you make a complaint to us about our financial inclusion & money advice service, you also have the right, if we cannot resolve the matter, to refer it to:

Financial Ombudsman service - more information is available at:

<http://www.financial-ombudsman.org.uk/consumer/complaints.htm> or by phone on 0300 123 9 123 or 0800 023 4567.

Reporting a significant performance failure to the Scottish Housing Regulator

If you are a tenant of a registered social landlord (RSL), such as a housing association or co-operative and you have concerns about the way your landlord is operating, then you have the right to report a significant performance failure to the Scottish Housing Regulator. They will also accept a report of a significant performance failure from individuals or groups representing tenants, such as registered tenants'

organisations, or groups of tenants.

Scottish Housing Regulator

www.scottishhousingregulator.gov.uk

Tel: 0141 242 5642

Email: shr@scottishhousingregulator.gsi.gov.uk

Write to: Scottish Housing Regulator, Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF

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 Bureaux.

Scottish Independent Advocacy Alliance

Tel: 0131 260 5380 Website: www.siaa.org.uk

Citizens Advice Scotland

Check your phone book for your local bureau. Website: www.cas.org.uk

Quick Guide to our Complaints Procedure

Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing. Someone else can make a complaint on your behalf.

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 complaints 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.

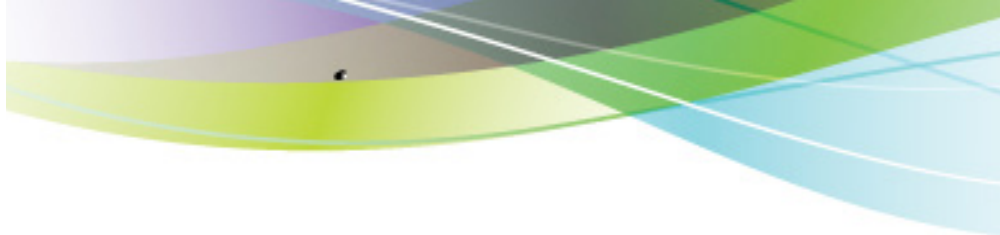
We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman

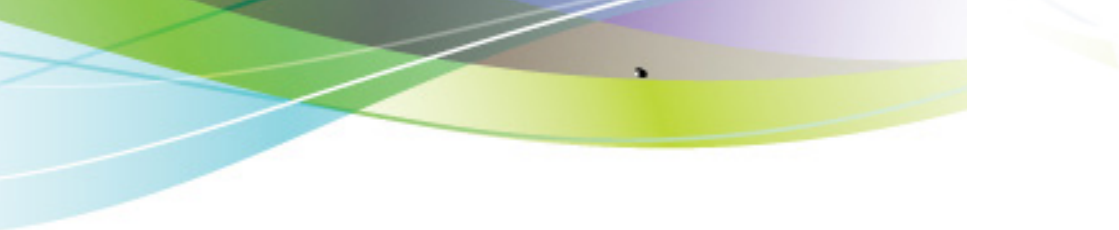
If after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.



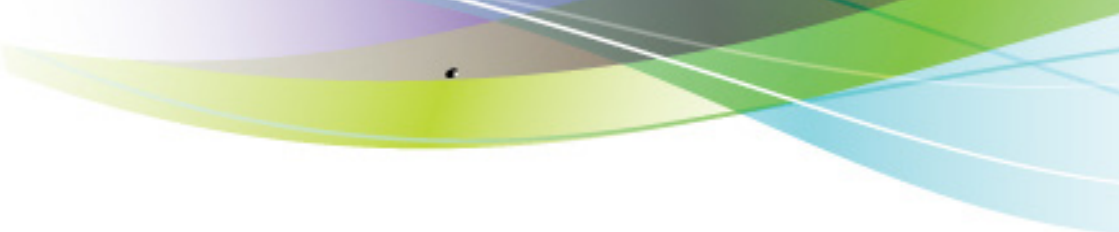
Complaints Form

Name	
Address (including flat position)	
Telephone Number	
Email	
Details of Complaint (continue on separate sheet if necessary)	



<p>Where and when did this happen?</p>	
<p>How would you like to see your complaint resolved?</p>	
<p>Signature</p> <p>Date</p>	

Please return to Thenue Housing
423 London Road, Glasgow, G40 1AG



thenue housing
423 London Road, Glasgow, G40 1AG
Tel: 0141 550 3581
admin@thenuehousing.co.uk
www.thenuehousing.co.uk

We are committed to ensuring access to information for everyone. If you need this information translated in another language, Braille, audio or large print version, please tell us.

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