



## **Making A Complaint**

### **Linstone Housing Associations Complaints Procedure**

Whilst the Association aims to provide a first class service and to give you as much input and choice as possible, there may be occasions when you are unhappy with our service or with Linstone generally.

If this is the case Linstone Housing Association feels it is very important that you tell us about it. We will ensure the matter is fully investigated. For this reason we welcome complaints as a method of monitoring our performance/service delivery and will use the complaints procedure as a tool to help us continually improve.

#### **Who can use the Complaints Procedure?**

- Anyone who receives or requests a service from Linstone Housing Association e.g. tenants, owners, contractors, housing applicants etc.
- Anyone acting on behalf of someone receiving or requesting a service from Linstone Housing Association e.g. solicitor, MSP, MP, Councillors, Citizens Advice Bureaux.
- Tenants/Residents Associations.

#### **What can Customers Complain about?**

You can complain about any aspect of Linstone's service with which they are unhappy:

Examples:

- A repair which hasn't been carried out properly.
- If information is requested, but not provided.
- Unreasonable behaviour of staff, contractor or committee member.
- If a housing application has been improperly processed.
- If we fail to achieve our guaranteed standards.



Complaints about neighbours will be dealt with under our Anti-Social Policy and Procedure, unless the complaint is about the way a Neighbour Dispute was handled – when this policy will come into effect.

The following steps are open to you if you wish to complain about any aspect of your dealings with Linstone.

### **Step 1 - Informal Procedure**

Register your complaint with the staff member who dealt with your original query. He/she will make every effort to resolve your complaints at that time.

If you prefer or you are still not satisfied please speak to the senior member of staff in the section providing the service with which you are unhappy.

You should hear from us within 10 working days of the complaint being made.

**It is anticipated that most issues can be resolved at this stage.**

### **Step 2 - Formal Procedure**

If you are still not satisfied after step 1 you should complete a complaint form (available from Linstone's office). This will be referred to the Departmental Director for investigation and response.

You will be sent an acknowledgement within 3 working days of your complaint form being received. A full response should be provided within 10 working days unless the problem is quite complex when it may take longer to fully investigate.

Please note that complaints about the Departmental Directors will be referred to the Chief Executive. Complaints about the Chief Executive will be referred to the Chair of the Management Committee.

### **Step 3 - Right Of Appeal**

If you remain dissatisfied with the way your complaint has been handled you have the right to take the matter further by writing to the Chief Executive.

The Chief Executive will investigate and review the action taken by our staff towards resolving your complaint. You will be sent an acknowledgement within 3 working days of your appeal being received. We aim to complete this review within 10 working days of receipt of your letter.

If you still believe the matter is unresolved you can submit a further written appeal to the Chairperson of Linstone's Management Committee.

Your letter will be acknowledged within 3 working days and will advise you of the date of the next Committee meeting when your appeal should be heard. Our intention is to then provide you with a response within 3 days of your appeal being heard. In exceptional circumstances where the Committee requires more time to consider the grounds of the appeal a written response will be provided within 10 days.

#### **Step 4 - The Scottish Public Services Ombudsman**

The **Scottish Public Services Ombudsman** investigates complaints from members of the public who claim to have suffered through maladministration. If you consider that you may have been dealt with unfairly and feel you have a valid complaint which is still unresolved you are entitled to seek the assistance of the Scottish Public Services Ombudsman. Please note that they cannot investigate the complaint unless you have tried to obtain satisfaction through your landlord's own complaints procedure.

Scottish Public Services Ombudsman  
4 Melville Street  
Edinburgh  
EH3 7NS



Tel: 0870 011 5378

E-mail: [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)

Website: [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)

## **Who Will Know of the Complaint?**

Linstone will respect the confidentiality of every complaint as far as possible.

Names of complainants will not be divulged.

If the complaint involves another tenant, or a staff member, it may be difficult to investigate without discussion with that person. If asked not to approach someone being complained about Linstone will respect those wishes but therefore may be unable to take action to resolve the problem. Linstone will not normally deal with anonymous complaints.

## **Independent Advice**

It is hoped that problems can always be resolved informally.

Customers who wish to obtain independent advice before submitting a formal complaint are encouraged to do so.

Sources include Law Centres, Solicitors, Advice Works, Tenants Associations and Citizens Advice Centres.

## **Monitoring**

All formal complaints will be recorded and reported to the Management Committee.

## **Suggestions**

Complaints are not the only way for customers to tell the Association what they think of its service.

Linstone welcomes all suggestions, comments and enquiries. They will be treated seriously and be used to help formulate/review policies/procedures.

For further information on any aspect of Linstone's Complaints Procedure please contact your Housing Officer on 01505 382383.

