



making
connections



Our customer guide to making a complaint Improving our services by listening to you

Reporting a significant performance failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about a 'significant performance failure'. This is defined 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. 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.

For more information visit www.scottishhousingregulator.gov.uk or call them on 0141 242 5642.

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We can take complaints on your behalf from a friend, relative, Councillor, your MSP or an advocate if you have given them your consent to do so.

You can find out about advocates in your area by contacting:

- Scottish Independent Advocacy Alliance, Tel: 0131 510 9410 www.siaa.org.uk
- Citizens Advice Scotland, www.cas.org.uk
- Or check your phone book for your local bureau.

We can take complaints on your behalf from a friend, relative, Councillor, your MSP or an advocate if you have given them your consent to do so.

Access for all

We're committed to making our service easy to use for all members of our community. If you have trouble putting your complaint in writing, or want this information in another language or format, such as large font, CR-Rom or Braille, tell us in person and we can arrange to help.

Partick Housing Association
10 Mansfield Street
Glasgow, G11 5QP

☎ 0141 357 3773
☎ 0141 357 4053



Our commitment to you

We aim to provide the best possible service to you at all times. If we don't get things right, we want to know, so we can make sure it doesn't happen again. You can tell us when things go wrong via our Complaints Procedure. We'll try to deal with your complaint promptly and resolve it to your satisfaction. We also want to know when you're happy with our service.

What can I complain about?

If you're dissatisfied with our action or lack of action, or about the standard of service provided by us or on behalf of us, we want to know.

Your complaint may be about:

- delays in responding to your enquiry or request
- failure to provide a service
- the standard of service provided
- our policies or procedures
- the attitude of a staff member
- our failure to follow the proper administrative process

Usually, you must make your complaint within six months of the event, or within six months of you finding out that you have a reason to complain, but no longer than 12 months after the event. In exceptional circumstances, we can accept a complaint after the stated time limit.

What can't I complain about?

There are some things that we can't deal with through our Complaints Procedure such as:

- a routine first time request for a service
- requests for compensation from us
- matters that can be looked at by your right to appeal a decision we've made

How do I complain?

You can do this in various ways:

- call us on 0141 357 3773
- e-mail us at complaints@partickha.org.uk
- fill in a complaints form, available at our office or online at www.partickha.org.uk
- write to us at *Comments, Partick Housing Association, 10 Mansfield Street, Glasgow, G115QP.*

It often helps to talk first with the staff member who is providing the service you're complaining about so they can try to resolve any issues on the spot.

When complaining, you should tell us:

- your full name and address
- what has gone wrong
- what you want us to do to resolve the matter

What happens once I have complained?

There are two stages to our Complaints Procedure.

Stage 1 - Frontline Resolution

- We'll try to resolve your complaint quickly and within 5 working days where possible.
- This could involve us giving you an on the spot apology and explanation where something has clearly gone wrong, and taking immediate action to resolve the issue.
- If you're unhappy with our response, you can take your complaint to Stage 2. Some complicated complaints are looked at directly at Stage 2.

Stage 2 - Investigation

- We'll discuss your complaint with you to confirm why you remain unhappy and what outcome you're looking for.
- We'll acknowledge your complaint within 3 working days and give you a full response as soon as possible, but within 20 working days.
- If our investigation is taking longer to complete, we'll tell you and agree revised time limits.



What if I'm still not happy after Stage 2?

Social rented tenants:

If you're still not happy, either with our decision or with the way in which we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

You can contact the SPSO:

- In person at SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS
- By writing to SPSO, Freepost EH64 1, Edinburgh, EH3 0BR
- By calling 0800 3777330
- Via their website www.spsso.org.uk or mobile site m.spsso.org.uk