

## COMPLAINT FORM

Anonymous complaints are often difficult to resolve. We will respect your confidentiality and discuss this with you prior to taking further action.

Your name: \_\_\_\_\_

Your address: \_\_\_\_\_  
\_\_\_\_\_

Phone No.: (Where you can be contacted during the day)  
\_\_\_\_\_

What is your complaint? (Please describe the problem as fully as possible and give details of why it arose and who was involved).  
\_\_\_\_\_  
\_\_\_\_\_

What members of staff have you told about your complaint?  
\_\_\_\_\_  
\_\_\_\_\_

What action was taken?  
\_\_\_\_\_  
\_\_\_\_\_

Why are you dissatisfied with the response?  
\_\_\_\_\_  
\_\_\_\_\_

What do you think Castlemilk Tenants Housing Association should do to put things right?  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please return to:



61 Dougrie Drive  
Castlemilk, Glasgow G45 9AP  
Tel: - 0141 274 7450/52  
Fax: - 0141 274 7451



**CTHA**  
Castlemilk Tenants' Housing Association



## Customer Complaints Procedure



A complaint is defined as:

**“an expression of dissatisfaction that needs a response.”**

Castlemilk Tenants' Housing Association prides itself on providing a high quality of customer service. However, we do accept that from time to time situations may arise where you feel the need complain about this service.

We constantly strive to maintain, develop and improve our high quality service to tenants and service users. We appreciate suggestions on how our services could be improved. There are restrictions on which suggestions could be put into effect, but tenants and service users are encouraged to make comments on the service we provide.

**The aim of this booklet is to give you clear details of the steps you can take to try and get things put right where there is a problem.**

### **WHO CAN USE THE COMPLAINTS PROCEDURE?**

Anyone who receives or requests a service from CTHA or provides a service to CTHA. This includes existing CTHA tenants, members of the public looking for information on our organisation, housing applicants, owners living within our estates, or residents of neighbouring properties or commercial premises, contractors working within our estates etc.

CTHA hopes that the majority of complaints can be resolved satisfactorily at an early stage.



For more detailed complaints, our Complaints Procedure is open to anyone acting on behalf of an individual. This includes Solicitors, Members of the Scottish and UK Parliaments, Councillors, Citizens Advice staff.

### **WHAT CAN YOU COMPLAIN ABOUT?**

Most complaints are likely to centre on:

- avoidable delay, poor quality, incompetence or absence of services provided
- unfairness, bias or prejudice in the way in which services are delivered
- faulty procedures, or a failure to follow correct procedures
  - the attitude or approach of members of staff – giving advice that is misleading or unsuitable – refusing to answer reasonable questions – being impolite and not apologising properly for mistakes
- not offering a suitable remedy when one is necessary
- activity affecting residents e.g. noise or dust from a neighbouring refurbishment or development project that CTHA is undertaking
- complaints may also arise over policies that CTHA has in place
- complaints regarding harassment or anti social behaviour by neighbours should be dealt with under our Neighbour Relations Policy

CTHA will take every complaint seriously. We must however respect tenants and service users' confidentiality. We would be unable, for example, to discuss the details of another person's housing application, but would discuss our own Allocations Policy and ensure that you are given the best advice based on your own individual circumstances.

## Step 1 – Informal Complaint

CTHA service users have the right to make a formal complaint. The formal Complaints Procedure is a lengthy process and can often take some time to resolve. To prevent further stress or anxiety for CTHA service users we try to resolve complaints on an informal basis initially.

The first point of contact should be to discuss the matter with the staff member concerned. In the majority of cases complaints can be resolved in this way with the situation being rectified by an explanation or an apology. If not, the staff member will advise the service user on how to take their complaint forward to the next stage, and the process thereafter.

Tenants and Service Users will be assured that:

- [The tenants and service users will not suffer as a result of making a complaint.](#)
- [The tenants and service users will have a confidential channel for complaining to staff who are not directly providing services.](#)
- [Tenants and service users will have access to independent advice.](#)

## Step 2 – Formal Complaint

If a service user decides that they want to make a formal complaint they are entitled to do so. They should take the complaint, in the first instance, to the Community Housing Manager, Willie McIntosh.

If the complaint concerns the Community Housing Manager, then it should be made to the Chair of the Management Committee of the LHO.

If the complaint concerns the Chair (or a member) of the Management Committee, it should be made to the Community Housing Manager who will refer the matter to the LHO Management Committee.

It is important that as much detail as possible is obtained. Service users should also be asked what they think would resolve the complaint.

Complaints can be recorded initially by:

- [Telephone](#)
- [In person](#)
- [In writing](#)
- [By e-mail](#)

It is, however, normally easier to resolve using written records giving complete details as this provides a clear picture of events leading to the complaint. CTHA staff who record the complaint will request that it is read over, confirmed and signed by the person making the complaint.

When a complaint is made by any of the ways mentioned above, CTHA will write to the complainant within five working days to acknowledge that the complaint is being dealt with. CTHA will then write within ten days of receiving the complaint to confirm what progress there has been, or the outcome.

Anonymous complaints will be investigated, and action taken if necessary.

## Step 3 – Appeals Procedure

If a complaint is not resolved to the service user's satisfaction, a formal complaint or appeal can be made to the following:

- [Management Committee of CTHA by contacting the Community Housing Manager.](#)
- [Management Committee of GHA by contacting the Chief Executive.](#)

The same procedure described at Step 2 above will be followed. The complaint can be heard by the Management Committee and representation made at the hearing. An appeal would be heard within 28 days, or if this was not possible due to the timing of meetings, the claimant would be advised of the earliest date for consideration.



At least 14 days notice will be given to the complainant regarding the date of the hearing.

At the conclusion of the hearing both parties will leave the meeting and the Appeals Committee will come to a decision. Staff members who have been involved in any way in the original decision cannot attend this part of the meeting.

Decisions will be communicated in writing detailing the decision within two weeks of the meeting.

#### Step 4 – Housing Association Ombudsman/Scottish Public Services Ombudsman

The Housing Association Ombudsman for Scotland investigates individual complaints against Housing Associations and Co-operatives. The Ombudsman service is completely free and impartial. Leaflets giving fuller details about the Ombudsman service are available at CTHA offices.

Where, after following the above procedures, a service user is still dissatisfied with the outcome they may contact the Housing Association Ombudsman for Scotland. The Ombudsman services in Scotland are being re-organised and the successor organisation will be



identified in all CTHA offices. Please note that the Ombudsman, or successor will consider only those appeals and complaints which have completed the CTHA procedure.

## A STEP-BY-STEP GUIDE TO MAKING A COMPLAINT

### INITIAL COMPLAINT

Contact staff member to resolve the problem informally

### FORMAL COMPLAINT

If the problem has not been resolved informally, contact the Community Housing Manager to lodge a formal complaint

### WRITTEN COMPLAINT TO CHAIRPERSON

Hearing by the LHO Management Committee  
You may attend the meeting to discuss your complaint in person

### APPEAL TO MANAGEMENT COMMITTEE

Lodging an appeal. You may attend the Management Committee Meeting to discuss your complaint in person

### SCOTTISH PUBLIC SERVICES OMBUDSMAN

If you are still dissatisfied with the decision you may lodge an appeal with the Ombudsman. This body is both independent and impartial.

If you would like information in another language or format please ask us.

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

यदि आपको सूचना किसी अन्य भाषा या अन्य

रूप में चाहिये तो कृपया हमसे कहे

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو براے مہربانی ہم سے پوچھیے۔