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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 برائے مہربانی ہم سے پوچھئے۔



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Customer Complaints Policy

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1. INTRODUCTION AND IMPLEMENTATION

BACKGROUND

- 1.1 Castlemilk Tenants Housing Association (CTHA) is a registered social landlord, established with the aid of New Housing Partnership funding to participate in the transfer of the housing stock of Glasgow City Council through a Large Scale Voluntary Transfer.
- 1.2 Focusing on local accountability, CTHA will provide housing management services to 2,000 houses on behalf of GHA as part of a network of local housing organisations (LHOs) spread throughout the city.
- 1.3 CTHA will ensure that their performance meets the performance levels and targets required by their own and GHA's Business Plan and policies.

DIVISION OF RESPONSIBILITIES

- 1.4 CTHA will ensure that staff and Committee responsibilities in relation to the complaints policy are clear. The Committee will be responsible for agreeing policy and evaluating performance. Staff members will have overall responsibility for co-ordinating and monitoring the complaints policy.
- 1.5 GHA and LHOs will be jointly responsible for implementing this Complaints Policy in accordance with the GHA/LHO functional specifications and interim Management Agreement.

DELEGATED AUTHORITY

- 1.6 Implementation of this policy will be the responsibility of the LHO Community Housing Manager and the appropriate member of GHA staff.

2. SCOPE FOR LOCAL POLICY VARIATION

- 2.1 Scope for local variation exists in accordance with GHA's policy variation documents and other guidance. CTHA may develop a local policy or variation of this policy that meets both the needs of the LHO community and the overall business objectives of GHA.
- 2.2 CTHA should consult with GHA regarding the feasibility of introducing policy changes that may require, for example, Information and Communications Technology changes before introduction and should clarify with GHA where there is any doubt whether variations to policy are consistent with GHA and required service standards.
- 2.3 CTHA should consult with tenants, registered tenants' groups and other service-users before implementation of their own policies.
- 2.4 CTHA may develop their own procedures.

3. PRINCIPLES, AIMS & OBJECTIVES

- 3.1 CTHA has a commitment to continuous improvement and to the exploration of new ideas in all areas of our work. As part of this commitment we have developed our Complaints Policy which clearly sets out the high standards you can expect when dealing with us.
- 3.2 CTHA's aim is to get it right first time, however, if a tenant or service user is unhappy with the standard and quality of the service, action or lack of action they have received, they are encouraged to make a complaint.
- 3.3 The objectives of this policy are:
 - to deal sympathetically and sensitively with complaints
 - to provide tenants and service users with clear and simple information on the course of action they can take if dissatisfied with a service from CTHA

- to ensure that the complaints procedure is publicised widely, including in CTHA reception areas and in all documents and letters about the service we provide
- to ensure a full and fair investigation of the issue complained about
- to resolve complaints in the minimum time, within clearly defined timescales
- to make sure that complaints are seen as an opportunity for positive action and that any shortcomings, identified as a result of a complaint, are rectified
- to outline the appeals process open to tenants and service users where they are dissatisfied with the outcome of a complaint
- to highlight the role of The Scottish Public Services Ombudsman and the Care Commission, where appropriate
- to provide training to staff to make sure that when dealing with customers they understand the procedures and operate them properly
- to record and monitor complaints and appeals and use the information to continuously improve our services and performance

- 3.4 CTHA is committed to a high level of customer satisfaction in the delivery of this policy and the effectiveness of the policy will be measured regularly and the results disseminated to tenants and other service users.

4. EQUAL OPPORTUNITIES STATEMENT

- 4.1 This policy complies fully with CTHA's Equal Opportunities Policy. CTHA recognises its pro-active role in valuing and promoting diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

4.2 CTHA will check its Complaints Policy and associated procedures regularly for their equal opportunity implications, taking appropriate action to address inequalities likely to result or resulting from the implementation of the policy and procedures.

4.3 CTHA is committed to providing fair and equal treatment to all its stakeholders including tenants and will not discriminate against any on the grounds of race, colour, ethnic or national origin, religion, age, gender, sex, sexual orientation, marital status, family circumstances, employment status or physical ability.

5. LEGAL & REGULATORY FRAMEWORK

5.1 In formulating and implementing this policy, statutory requirements, Performance Standards and Good Practice outlined in documents such as 'Raising Standards in Housing' have been incorporated, where required.

6. HOW TO MAKE A COMPLAINT

6.1 Anyone who receives a service from CTHA or provides a service to CTHA can complain if they are dissatisfied with the service. CTHA has established a Complaints Procedure which is available as a leaflet at all offices. Complaints against neighbours will be dealt with under the Neighbour Relations Policy but if the complaint is about the way a neighbour dispute has been dealt with, you can use the Complaints Procedure.

6.2 Complaints will be considered seriously by CTHA and will be fully investigated and all details will be recorded, including outcomes.

6.3 Scope of Policy – CTHA defines a complaint as “an expression of dissatisfaction that needs a response” This may include,

- failure to provide a service or to achieve the standards of service we have promised
- failure to fulfil our legal or contractual obligations

- unacceptable delay or failure to respond to an enquiry or request
- dissatisfaction with a decision or the way that it was made
- dissatisfaction with the attitude of staff, contractors or agents
- CTHA not operating policies fairly
- Requests to review or appeal against a decision

6.4 Who can complain? Complaints can be made by,

- anyone who receives or requests a service from CTHA, or who provides a service to CTHA
- anyone who receives or requests a service from a contractor acting on behalf of CTHA. Individuals can also ask any organisation or other person to make a complaint on their behalf, such as a relative, councillor, MP, MSP, advice agency or solicitor. To ensure that there is no breach of confidentiality or the Data Protection Acts, CTHA may check with the individual that any other person or organisation has their agreement to act on their behalf and receive information about them.

6.5 If a tenant or service user has a complaint they should take it in the first instance to the Community Housing Manager of CTHA. A complaint can be made in the following ways:

- by telephone
- in person
- in writing
- by e-mail.

Each of these methods will be treated equally.

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

- 6.7 If the complaint concerns the Chair or a member of the Committee, the complaint should be made to the Community Housing Manager who will refer the matter to a Complaints Sub Committee. The member who is the subject of the complaint will be excluded from that Committee.
- 6.8 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 two weeks of receiving the complaint to confirm what progress there has been, or the outcome.
- 6.9 CTHA will, as far as possible, respect the confidentiality of complaints. Anonymous complaints will be investigated and action taken if necessary.

APPEALS

- 6.10 If a complaint is not resolved to the tenant or 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. The person making the complaint is entitled to bring a representative with them.

The same procedure described at 6.6 above will be followed. 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.

Complainants will be given at least 14 days notice of the date of the Appeal meeting and will be given details of the process involved at that time. The complaints Procedure outlines the process.

- 6.11 Some issues are dealt with under specific appeals processes. Complainants would be advised if their complaint falls into this category.
- 6.12 Where, after following the above procedures, a customer is still dissatisfied with the outcome they may contact The Scottish Public Services Ombudsman or the Scottish Commission for the Regulation of Care (also known as the Care Commission).

Details are contained in the Tenants Handbook issued to all tenants. Please note that the Ombudsman will consider only those appeals and complaints which have completed the CTHA procedure.

7 PERFORMANCE MONITORING

- 7.1 In order to judge the success of this policy, CTHA will put in place a system which monitors and measures its performance.
- 7.2 CTHA will meet the reporting requirements detailed in this policy, this will involve regular reports being made available to Committee on issues raised and performance against targets, including an analysis of reasons for targets not being met and any recommendations for policy/ procedural change.
- 7.3 Performance targets have been set in relation to this policy, see examples below. Key targets and performance against targets will be published by CTHA in newsletters and displayed in CTHA's reception area. These outcomes will also be published in CTHA's Annual Report.
- Overall number and type of complaints received, e.g. allocations, anti socials etc
 - Numbers resolved / unresolved and stages of resolution
 - Numbers which fell outwith policy timescales

- Number of appeals to Ombudsman and overall outcomes, e.g. no action, formal investigation etc
- Action to be taken arising from the above
- Performance against targets

8. TRAINING AND AWARENESS

CTHA will ensure that all staff and governing body members are aware of the complaints policy and procedures. All staff who are likely to deal with complaints regularly will receive appropriate training. Information on the complaints policy and procedures will also form part of induction training for new staff and governing body members.

9. POLICY REVIEWS/ CONSULTATION

- 9.1 CTHA will review this policy annually. More regular reviews will be considered where, for example, there is a need to respond to new legislation/policy guidance. Reviews will consider legislative, performance standard and good practice changes.
- 9.2 CTHA will develop this policy in consultation with tenants, registered tenants groups and other service-users and take account of representations made. Similar consultation will take place for all proposed policy reviews.
- 9.3 A summary of this policy will be published by CTHA and will be displayed in CTHA's reception area.

10. CUSTOMER SERVICES

CONFIDENTIALITY

- 10.1 All information given by Tenants and Service Users in relation to this policy will be treated as strictly confidential and will not be discussed with third parties without their permission. CTHA will comply with the requirements of the Access to Personal Files Act 1987 and the Data Protection Act 1998 in this regard.

CUSTOMER SATISFACTION

- 10.2 CTHA is committed to a high level of customer satisfaction in the delivery of this policy, seeking continuous improvement. Satisfaction with the full range of services provided by CTHA will be measured regularly, including the effectiveness of the objectives of this policy, and results will be disseminated to tenants and other service users.
- 10.3 In addition, CTHA will also carry out on-going customer satisfaction surveys, with the Results disseminated via regular newsletters.

COMPLAINTS

- 10.4 Our aim is to get it right first time, however, CTHA has published a Complaints Procedure. This procedure can be used where there is dissatisfaction with this policy or its operation. The Complaints Procedure is available as a separate document from CTHA offices and, as with all of our policies, can readily be made available on tape, in Braille, in large print or in translation.

11. LINKS WITH OTHER POLICIES

- 11.1 This policy will necessarily link with all other policies.