

## **WESLO HOUSING MANAGEMENT Complaints Policy**

Date	April 2011
Author	Housing Manager
Approved by	Operations Director
Review date	April 2013

The purpose of this Policy Procedure Note is to provide staff and the complainant with information and guidance when dealing with a complaint.

## 1 **Why do we have a Complaints Procedure**

Weslo Housing Management aim to give you a quality service. However, there may be times when you are unhappy about something. It is important for you to tell us so we can put it right.

The complaints procedure also lets us monitor the quality of our service so we can improve it.

In accordance with the Housing (Scotland) Act 2001 information about our complaints procedure is included in the Tenant Handbook.

## 2 **Who can Complain**

Anyone who receives or requests a service from Weslo can use the complaints procedure. This includes tenants, people applying for a house, owners or any other customer of Weslo.

## 3 **Who will know about my Complaint**

We as far as possible respect the confidentiality of your complaint. Whilst we are looking into your complaint your name will not be divulged any more than is absolutely necessary.

You will appreciate, however, that if your complaint involved another tenant or a member of staff it may be difficult for us to look into this without talking to that tenant or member of staff. If you ask us not to talk to the tenant or member of staff we will try to respect your wishes but it may not be possible for us to take any action to resolve the complaint.

We will not be able to deal with anonymous complaints as we will be unable to verify the details necessary to progress the investigation.

## 4 **What can you complain about**

You can complain about any aspect of our service with which you are unhappy, for example:

- (i) If a repair has not been carried out properly
- (ii) If you have not received information you have asked for
- (iii) If you feel that a member of staff, or a contractor has not behaved acceptably towards you
- (iv) We have discriminated against you.

Complaints against neighbours will be dealt with under our neighbour disputes procedure, however if you have a complaint about the way we have dealt with a neighbour dispute, then you can use the complaints procedure.

## 5 Trying to sort things out informally

You have every right to make a formal complaint whenever you wish but in the first instance it can often be quicker and easier for everyone if the problem can be sorted out informally.

To try to resolve a problem informally, the best thing would be to talk to or write to your Housing Officer or any other Officer if this is appropriate, and let them know what you would like put right. The Officer will let you know how long it should take for the problem to be sorted out, and hopefully a solution will be reached.

## 6 The Complaints Procedure

If you are unhappy about any of our services and the matter cannot be resolved informally please telephone us on 01506 634060 or call into our offices. You should make it clear at this point that you are making a complaint. A member of staff will then try to resolve your complaint.

If you are still not satisfied please make a formal complaint to the Housing Manager. This could be by letter, telephone, e-mail or in person. It would help if you use the Formal Complaint Form, which is available from any member of staff or you can download it from our website. We will treat this as **Stage 1** of the procedure.

It is important to let us know exactly what the problem is and how you would like us to resolve it. Using the Formal Complaint Form should help you to do this. A member of staff can help you to complete it if necessary.

If the complaint is against the Housing Manager, you should write to the Operations Director. You should send complaints about the Operations Director to the Chief Executive, and complaints about the Chief Executive should be sent to the Chairperson.

The Housing Manager will acknowledge your complaint within 3 working days of receiving it and you will receive a full response within 10 working days.

If the matter is complicated and we can't give you a complete answer within 10 working days we will let you know when you can expect to get a reply.

We treat all complaints in the strictest confidence and will only discuss your complaint with those who need to be involved. We cannot respond to anonymous complaints.

### Stage 2

If you do not think that the matter has been resolved by the Housing Manager you should write to the Operations Director, who will acknowledge your complaint within 3 working days of receiving it. The Operations Director will send a full response within 10 working days.

### Stage 3

If you feel we have still not resolved the matter you have the right of appeal to the Chief Executive. You should write to the Chief Executive within 28 days of receiving the decision of the Operations Director. The Chief Executive will acknowledge your appeal within 3 working days and will send a full response within 10 working days.

The decision of the Chief Executive (or Chairperson, if your complaint is about the Chief Executive) is the final stage in our complaints procedure as detailed in Section 7.

## **7 The Scottish Public Services Ombudsman**

If, after appealing to the Chief Executive, you still feel that you have been dealt with unfairly or your complaint has not been resolved you have a maximum period of 12 months in which to seek the assistance of The Scottish Public Services Ombudsman.

The Ombudsman investigates complaints from members of the public who claim to have suffered through maladministration.

Before writing to The Ombudsman you will be expected to have done everything possible to get the matter settled locally.

The Ombudsman can be contacted by writing to:

The Scottish Public Services Ombudsman  
Freepost EH641  
Edinburgh  
EH3 0BR

Tel: 0800 377 7330

Fax: 0800 377 7331

Text: 07900 494372

E-mail: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)

Web: [www.spsso.org.uk](http://www.spsso.org.uk)

## **8 Repeated Complaints**

If you continue to make the same complaint without giving us any new information and we have looked into it, we will treat this as a repeated complaint. We will acknowledge the complaint as being a repeated complaint, but take no further action.

## **9 Getting Independent Advice**

You may feel it is important for you to get independent advice before you decide whether to make a formal complaint. You could talk to:

- (i) Citizens Advice Bureau
- (ii) A Solicitor
- (iii) The Welfare Rights Service
- (iv) A law centre

## **10 How do we record and monitor Complaints**

Complaints can help us as well as you! All complaints made to Weslo are recorded and reported to the Operations Director, who will regularly advise Weslo's Board of changes or improvements that Weslo may be taking as a result of complaints received.

Following the final stage of our Complaints Procedure a post completion questionnaire will be sent to each complainant. The purpose of this is to obtain feedback on the way we have dealt with the complaint, not whether the complainant is happy with the outcome. This information will be routinely analysed to improve the service to our customers.



Have you already spoken to a member of staff?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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If Yes who and when:	Name:	Date:
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What did that member of staff say or do?

Why are you dissatisfied with this response?

What do you think Weslo should do to resolves your complaint?

Signed :	Date:
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**PLEASE RETURN TO**  
Housing Manager  
Weslo Housing Management  
66 North Bridge Street  
Bathgate EH48 4PP

Name  
Address  
Town  
West Lothian  
Postcode

Date

Dear

**Complaint Procedure Questionnaire**

I refer to your recent complaint and to the correspondence which concluded with our letter dated .

As part of our continued focus on customer satisfaction I am seeking your views on how your complaint was dealt with, rather than whether or not you were satisfied with the outcome.

Your feedback is very important as it will give us valuable information to help improve our service in this area.

I have enclosed a questionnaire which should only take a few moments to complete and return it in the pre-paid envelope provided.

Thank you in advance for your co-operation.

Yours sincerely

**Anne Arnott**  
**Executive Assistant**

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## Complaint Procedure Questionnaire

Please rate how your complaint was dealt with by ticking the appropriate box and return the survey using the pre-paid envelope.

How satisfied were you with	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
How easy it was to make your complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way in which we kept you informed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The options we offered to resolve your complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed with which we dealt with your complaint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall complaints process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What part of the process were you most satisfied with? \_\_\_\_\_

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What part of the process were you most dissatisfied with? \_\_\_\_\_

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What specific steps could we take to improve the process? \_\_\_\_\_

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