

COMPLAINTS

how to make a complaint and
how we deal with complaints



We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.



What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things such as but not limited to:

- delays in responding to your enquiries or requests;
- failure or refusal to provide a service;
- our quality or standard of service;
- dissatisfaction with one of our policies;
- conduct, treatment by or attitude of a staff member or contractor;
- our failure to follow the appropriate procedure.

What can't I complain about?

There are some things we can't deal with under the complaints procedure. These include:

- a routine first-time request for a service (for example, reporting a repair);
- a request for compensation only;
- issues that are in court or have already been heard by a court or tribunal;
- disagreement with a decision where there is a statutory procedure for challenging that decision;
- an attempt to re-open a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision;
- a request for information under the Data Protection or Freedom of Information (Scotland) Acts.

Who can complain?

Anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate, or advisor).

If you are making a complaint on someone else’s behalf, you will need to provide us with their written consent.

Please also read the section on ‘Getting help to make your complaint’.

How do I complain?

Complaints can be made verbally or in writing, including face-to-face, by phone, letter or email. You can also complete one of our complaint forms.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned, so please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, tell us:

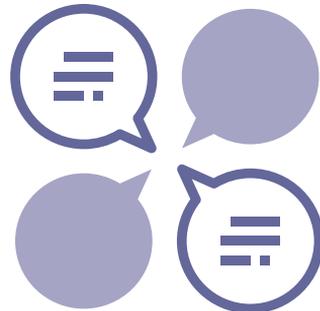
- your full name, address, and contact number;
- as much as you can about the complaint;
- what has gone wrong; and
- how you would like us to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about; or
- finding out that you have a reason to complain.

In special circumstances, we may be able to accept your complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.



What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages. These are covered below:

STAGE ONE | Frontline Response

We aim to resolve complaints quickly and close to where we provided the service. This could mean an ‘on-the-spot’ apology, explanation or another action to put the matter right.

We will resolve or provide a response within five working days or less (unless there are exceptional circumstances).

If we can’t resolve your complaint at this stage, we will explain why. If you are still dissatisfied, your complaint can be investigated further through stage two. You may choose to do this immediately or sometime after you get our initial response. We can help you with this.

STAGE TWO | Investigation

Stage two deals with two types of complaint - those that have not been resolved at stage 1 and those that are complex, serious or ‘high risk’ and require investigation.

We will acknowledge receipt of your complaint within three working days, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for. We will resolve or provide a full response within 20 working days.

If our investigation will take longer than 20 working days we will tell you. We will agree revised time limits and keep you updated with progress.

What if I am still dissatisfied?

After we have fully investigated and if you are still dissatisfied with our response or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure (so make sure it has done before contacting them);
- events that happened, or that you became aware of, more than 12 months ago; or
- a matter that is the subject of legal proceedings, or has been (or is being) considered in court.

Complaints about factoring

The SPSO does not normally look at complaints about our factoring service.

The First-Tier Tribunal for Scotland (FTT) seeks to resolve complaints and disputes between property factors.

So, if your complaint is about our factoring service and you are still dissatisfied after stage two, you can contact them.

SPSO

📍 Bridgeside House
99 McDonald Rd
Edinburgh
EH7 4NS

☎ 0800 377 7330
🌐 www.spsso.org.uk

First-Tier Tribunal

📍 Tribunals Centre
20 York Street
GLASGOW
G2 8GT

☎ 0141 302 5900
✉ HPCAdmin@scotcourtribunals.gov.uk
🌐 www.housingandpropertychamber.scot

Reporting a Significant Performance Failure to the Scottish Housing Regulator (SHR)

The SHR can consider issues raised with them about significant performance failures. A significant performance failure is where a landlord:

- consistently and repeatedly fails to achieve outcomes in the Scottish Social Housing Charter or outcomes agreed locally with tenants; or
- has not reported its performance annually to its tenants or the annual reported performance does not reflect actual performance; or
- has materially failed to meet the Standards of Governance and Financial Management; and
- has acted, or failed to take action, in a way which puts tenants' interests at risk and this significantly affects a number of the landlord's tenants.

If you are affected by a problem like this, you should first report it to us. If you have told us about it and we have not dealt with the issue, you can report it to the SHR.

A complaint between an individual tenant and a landlord is not a significant performance failure. Significant performance failures are, therefore, not dealt with through this complaints handling procedure.

You can ask us for more information about significant performance failures, pick up the SHR's leaflet at the office or view it on our website. The SHR also has more information on its website.

Scottish Housing Regulator

📍 2nd Floor, George House,
36 North Hanover Street,
Glasgow
G1 2AD

☎ 0141 242 5642
✉ shr@shr.gov.scot
🌐 www.housingregulator.gov.scot

A quick guide to our complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a two stage complaints procedure. We will always try to resolve and respond to your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

STAGE 1: frontline response

We will always try to resolve your complaint quickly, within five working days if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

STAGE 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will resolve or provide a full response within 20 working days unless there is clearly a good reason for needing more time.

The Scottish Public Services Ombudsman (SPSO) or First-Tier Tribunal for Scotland (Housing & Property Chamber) (FTT)

If, after receiving our final response to your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO or FTT to consider it.

We will tell you how to do this when we send you our final response.

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or advocate, if you have given them written consent to complain for you.

You can find out more about advocacy services below:

Scottish Independent Advocacy Alliance:

 www.siaa.org.uk  0131 510 9410

Citizens Advice Scotland

 www.cas.org.uk  0800 028 1456

Shelter Scotland

 www.scotland.shelter.org.uk  0808 800 4444

This leaflet can be made available in other formats (such as Braille, large print and audio), and other languages. Please just contact us using the details below.

NORTH VIEW Housing Association

OUR CONTACT DETAILS

 Office:	 0141 634 0555
29A Stravanan Road	 enquiries@nvha.org.uk
Castlemilk	 www.nvha.org.uk
GLASGOW	
G45 9LY	 find us on Facebook

North View Housing Association is registered as a Scottish charity
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