

More Than Just a Landlord.....



Complaints Procedure

Cunninghame Housing Association

A Charity Registered in Scotland No. SCO 37972

e-mail : enquiries@chaltld.org

Website: www.cunninghame-housing.org



INVESTOR IN PEOPLE



This document is available, on request, in different languages and in other formats such as in large print, tape, CD and Braille.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ।
ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی
چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供其他語言版本。

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych wersjach językowych.

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WHY WE HAVE A COMPLAINTS PROCEDURE

“The Association must ensure a high quality Customer Service by having a well publicised procedure by which tenants, prospective tenants and others can appeal about any of the Association’s activities. The procedure must lead to the Association’s Governing Body (Management Committee) and must make it clear that the complainant has ultimate recourse to the Scottish Public Services Ombudsman.” The policy has been framed to ensure that this Association meets the criteria as it relates to having a published Complaints Procedure and this arbitration mechanism.

In formulating the Policy, Cunninghame Housing Association wishes it to be known that it is committed to continuous improvement and providing a first class quality service to its present and future tenants, residents, members of the public and its stakeholders.

However, we do accept and recognise that there will be instances, despite our best efforts when a tenant, resident, customer may feel dissatisfied with our service delivery or the way they have been treated or feel that one of our policies or decisions have been implemented unfairly.

The purpose of this Complaints Policy is to give clear details of how our complaints system should work if you feel unhappy with any aspect of the service(s) provided by the Association and wish to register a complaint.

OUR COMPLAINTS SYSTEM AND WHO CAN USE IT

CHA has a well developed formal complaints system which is fair and efficient with targets and response times for dealing with individual complaints. Anyone who receives or requests a service from us can use the complaints procedure. This includes tenants, people applying for housing, owners or sharing owners and people living in neighbouring properties i.e., owner-occupiers and private landlords.

The procedure is also open to people who may be acting on your behalf such as a Councillor, Member of Parliament, advice agency or Solicitor.

The organisation systematically analyses all complaints received and reports on same to the Association's Management Committee, as it seeks to resolve individual complaints and ensures equality of treatment and continuous improvement in its services to all its customers.

We offer multiple channels of communication to customers to register their complaints and these can be summarised as follows:-

1. CHA Complaints Procedure Leaflet (with Step by Step Guide)
2. CHA Complaints Form
3. CHA Website (www.cunninghame-housing.org)
4. CHA Complaints E-Mail Address (complaints@chaltd.org)
5. Written Communication (Formal or anonymous)
6. Telephone Communication (Formal or anonymous)

In addition to the above, the Association will ensure that all our documents and letters containing information about the services that we provide, or about our procedures for dealing with complaints, or any correspondence responding to a complaint includes information about:-

- The statutory right conferred by the Scottish Public Services Ombudsman Act 2002 to make a complaint to the Ombudsman about any action taken by or on behalf of the Association.
- The time limit for making a complaint to the Ombudsman.
- Contact arrangements for the Scottish Public Services Ombudsman Service.

If you belong to a CHA registered tenants' or residents' organisation or group and would prefer to ask them to help you complain, we will be happy for them to contact us on your behalf.

WHO CANNOT USE THE COMPLAINTS PROCEDURE?

Complaints against tenants, residents, neighbours will be dealt with under our Property Services department's Neighbour Disputes Procedure. However, if the tenant/resident has a complaint about the way we have dealt with the neighbour disputes then the person(s) will be fully entitled to use the Association's Complaints Procedure

The procedure is not available to main building contractors with regards to on site works i.e., contractual. However, main building contractors who have been refused entry onto tender lists can use the procedure if they so wish.

Similarly people who may be neighbours of tenants but who themselves receive no service from the Association cannot use the Ombudsman service i.e., non-Factored Owners and sub-tenants of factored owners.

In cases where a friend or relative is complaining on behalf of the tenant the Association will wish to be confident that the tenant himself or herself is concerned about the problem before agreeing to the friend /relative acting as the tenants "agent". In this respect, Association staff will be required to make contact with the tenant.

WHAT IS A COMPLAINT?

- ◆ A complaint is an expression of dissatisfaction, however made, about the standard and quality of service, action or lack of action by the Association or its staff affecting an individual customer or a group of customers.

WHAT CAN YOU COMPLAIN ABOUT?

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

- If a repair has not been carried out properly;
- If you have not received information you have asked for;
- If you feel that a member of our staff, a committee member or a contractor has not behaved reasonably towards you;
- If you feel your housing application has not been handled properly;
- If you feel you have been unfairly discriminated against.

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

We will also try to deal with complaints sympathetically, but there are some things we will not be able to give you information about. For example, it would be wrong for us to discuss with you the details of someone else's housing application, as this would be a breach of confidentiality, but we can of course, talk to you about how our allocations procedure works.

TRYING TO SORT THINGS OUR INFORMALLY

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

To try and resolve a problem informally, the best thing for you to do is to talk to (or drop a line to) your Housing Officer or any other Officer if this is appropriate, and let him/her know what you would like to be put right. He or she will let you know how long it should take for the problem to be sorted out, and when hopefully a solution will be reached.

WHEN DEALING WITH A COMPLAINT THE ASSOCIATION WILL:

- Deal with the complaint fairly, effectively, positively and constructively and provide the complainant with full reasons and explanations for any decisions taken;
- Deal with the complaint as quickly as possible and within set timescales;
- Treat every complaint seriously;
- Arrange for interpreters if complainants first language is not English;
- Investigate every complaint thoroughly regardless of the person's race, colour, ethnic or natural origin, religion, sex, sexuality, physical disability, appearance, marital status or family responsibility;
- Record all complaints whether verbal, anonymous or formal;
- Record the following information in the register:
 - ◆ Name, address, post code, telephone number and date of receipt;
 - ◆ Details of the complaint with dates of event and staff involved;
 - ◆ The category of complaint;
 - ◆ What redress the complainant wants;
 - ◆ Confirm that the recorded details reflect the complainants concerns

WHO WILL KNOW ABOUT MY COMPLAINT?

We will, 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 within the Association, and if your complaint goes to the Chair of the Complaints Sub-Committee then other Committee Members will not be told who has complained. If however you wish to speak personally to the Complaints Sub-Committee your name will have to be divulged.

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

It will not normally be possible for us to deal with anonymous complaints as it is obviously difficult for us to check things with the person making the complaint. However, we will, where possible, investigate the information received.

HOW DO WE RECORD AND MONITOR COMPLAINTS?

All complaints made to the Association are recorded and reported to the Chief Executive who will regularly advise the Governing Body (Management Committee) of the action taken and changes or improvements the Association may be taking, or has taken, as a result of complaints received. In reporting this to the Governing Body the Chief Executive will report the number and type of complaints/appeals/efficiency of response, trends, outcomes and equality issues. The end of year governance report to the Governing Body will be made available on the Association's website and in all our reception areas for a 3 week period.

GETTING INDEPENDENT ADVICE

We would always hope that a problem can be sorted out informally.

However, you may feel it is important for you to get independent advice before you decide whether to complain to us formally. Advice agencies in this area include:-

- Welfare Rights Service
- Citizens Advice Bureau
- Solicitors

Contact details are available with this leaflet in our Reception areas.

A STEP BY STEP GUIDE TO OUR COMPLAINTS PROCEDURE

Complaints against tenants/residents, neighbours will be dealt with under our Property Services department's Neighbour Disputes Procedure. However, if you have a complaint about the way we have dealt with a neighbour dispute, then you are fully entitled to use this Complaints Procedure. In other instances if the problem has not been sorted out informally.

1. Complain to the appropriate Officer at the Association's office.
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2. If you have a complaint against a member of staff, you should write to the Chief Executive
↓
3. Complaints about the Chief Executive should be sent to the Chairman of the Management Committee
↓
4. When making a complaint, it is important that you let us know exactly what the problem is **AND** how you would like to see it resolved
↓
5. We would encourage you to do this in writing whenever possible
↓
6. If this is not possible, you can complain by telephone, e-mail or in person
↓
7. If the appropriate Officer is not available, your complaint will be noted by the person who speaks to you and then passed on to the Officer concerned
↓
8. If you have made a complaint by telephone, e-mail or in person, the member of staff who notes the complaint will check with you that they have taken a correct record
↓
9. You will normally be asked to confirm this. This can be done by posting the complaint out to you or by you calling into the office, or by e-mail, or by a telephone recording
↓
10. Whether you have complained in writing, by telephone or in person, we will write to you within **3 WORKING DAYS** acknowledging your complaint
↓
11. We will then write to you again **WITHIN 10 WORKING DAYS** of receiving the complaint to let you know the outcome
↓
12. If you are not satisfied with the response you will be able to use the Appeals Procedure

DO PLEASE REMEMBER THAT SOME THINGS MAY NOT BE WITHIN OUR CONTROL AND MAY THEREFORE BE LESS EASY TO SORT OUT

TAKING YOUR COMPLAINT FURTHER – THE APPEALS PROCEDURE

If you don't feel that staff have resolved your complaint satisfactorily, you can appeal to the Association's Management Committee in writing. The Management Committee have delegated authority to its 3 office bearers (Chair, Vice-Chair and Secretary) to act for them in considering your appeal and as such are referred to as the "Complaints Sub-Committee".

The full Management Committee reserves the right, however, to deal with complaints of a very serious nature.

After you have written to the Chair of the Complaints Sub-Committee he/she will write to you within three working days to acknowledge receipt of your letter.

If, in addition to your written complaint, you are keen to speak in person to the Complaints Sub-Committee, you can do this and if you want to bring along a friend or adviser (for example from a Citizens Advice Bureau) then that is acceptable.

Once your complaint has been discussed and dealt with, the Chair of the Complaints Sub-Committee will write to you within three working days of the meeting to let you know the decision. If you are not happy with it you will normally be able to contact the Scottish Public Services Ombudsman.

SCOTTISH PUBLIC SERVICES OMBUDSMAN

In the event that, after the Association's Appeals Process, you are still dissatisfied, you may wish to contact the Scottish Public Services Ombudsman. You can contact the Ombudsman at the following:-

Scottish Public Services Ombudsman

4 Melville Street, EDINBURGH EH3 7NS

Tel No: 0870 0115378

www.scottishombudsman.org.uk

The Ombudsman investigates individual complaints against Housing Associations and Co-operatives. This is a free and impartial service, and a leaflet about it is available from our office.

The service is available to anyone who receives a service from a Housing Association or who has applied to a Housing Association for housing. Normally you must have completed the Association's own complaints procedure before the Ombudsman can deal with your current complaint.

Please note that complaints must be submitted to the Ombudsman within 12 months of the day you first complained to us or made us aware of this current matter.

GOVERNANCE

The Association undertakes to publish on its website and make available for inspection in its offices, a copy of any investigation report from the Scottish Public Services Ombudsman for a period of 3 weeks and publicise those arrangements in the local press.

IMPROVING OUR SERVICE TO YOU

Complaints aren't the only way of telling us what you think of the service we provide! We always welcome suggestions on how we can improve things so if you have any ideas about this, please let one of your Area Team members know, drop us a line, complete a form for posting in the Suggestion Box located in our Reception areas, telephone our Corporate Services Team on 01294 606005. Alternatively, you can e-mail us on complaints@chaltd.org or log onto our website: www.cunninghame-housing.org



CUNNINGHAME HOUSING ASSOCIATION LTD

A Charity Registered in Scotland No: SC037972

Complaint Form



TYPE OF COMPLAINT

(Please tick appropriate box)

FORMAL

INFORMAL

Before you complete this form, have you read our Complaints Procedure leaflet thoroughly? If you have and you feel that you cannot resolve the problems informally with the other party, then please complete this form. Please tick the informal box if you wish us to try and sort things out informally.

Please note, however, that Complaints against neighbours will be dealt with under our Property Services department's Neighbour Disputes Procedure (Form HM21 available at the Reception or to download from our website).

If you would like guidance on completing this form please ask at the Reception for one of our staff to help you complete it.

WHAT IS YOUR NAME _____

ADDRESS _____

PHONE NUMBER _____

MOBILE PHONE NUMBER _____

E-MAIL ADDRESS _____

**WHAT ACTION DO YOU WANT
CUNNINGHAME HOUSING ASSOCIATION TO TAKE?**

(Please tell us what you would like us to do to resolve your complaint)

Signature _____ Date _____

PLEASE RETURN THIS FORM TO:

Chief Executive's Office, Cunninghame Housing Association Ltd.,
82-84 Glasgow Street, ARDROSSAN KA22 8EH.
Tel: 01294 606005 E-mail: complaints@chaltd.org

Cunninghame Housing Association Ltd is a Charity Registered in Scotland No: SCO37972
REGISTERED OFFICE: 82-84 Glasgow Street, ARDROSSAN KA22 8EH

CUNNINGHAME HOUSING ASSOCIATION LTD

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Equal Opportunities Form

Confidentiality Statement

The information you give on this form will be treated in line with Cunninghame Housing Association Ltd's Equalities and Diversity Policy. Information on the purpose of collecting this information and the Confidentiality Agreement are available at the end of this form.

Gender Identity: Are You

Female

Male

I prefer not to answer this question

Transgender status: Is your gender identity the same as the gender you had at birth?

Yes

No

I prefer not to answer this question

Age: Which band do you fall into?

16-19

20-25

26-34

35-44

45-54

55-64

65 Plus

I prefer not to answer this question

Disability: Do you consider yourself to be a disabled person?

Yes

No

I prefer not to answer this question

Religion: What is your current religion, faith or belief?

None

Buddhist

Church of Scotland

Hindu

Jewish

Muslim

Pagan

Roman Catholic

Sikh

Other religion

Please Specify _____

I prefer not to answer this question

Sexual Orientation: Are You?

Bisexual

Gay Woman/Lesbian

Gay Man

Heterosexual/Straight

Other

I prefer not to answer this question

Ethnicity: What is our ethnic group? Check one section from A to E

A – Asian

B – Black

C – White

D – More than one ethnic group

E – Other ethnic group

I prefer not to answer this question

Please complete the section below that corresponds to your choice above. For example, if you chose '**B** – Black', please complete the questions below labelled '**B** – Black'.

A – Asian: If you chose **A** above, then please specify

Bangladeshi

Chinese

Indian

Pakistani

Scottish

Other

Please Specify _____

B – Black: If you chose **B** above, then please specify

African

Caribbean

Scottish

Other

Please Specify _____

C – White: If you chose **B** above, then please specify

Scottish

Other British

Irish

Any other white background

Please Specify _____

D – More than one ethnicity. If you have more than one ethnicity,

Please Specify _____

E – Please specify any other ethnic background not indicated above

Purpose and Confidentiality Agreement

1. Cunninghame Housing Association is committed to providing a high quality service to everyone. It helps to know a bit about the people who are using our services. It would be very helpful if you would fill in this form. This is voluntary.
2. All questions on this form are voluntary. You do not have to complete the form to obtain our services. If you do not wish to answer any of the questions, you may choose not to by ticking 'I prefer not to answer'.
3. Information you provide on this form will be used by Cunninghame Housing Association only to ensure equal access and improve services for our customers.
4. The information gathered in this form will be analysed within Cunninghame Housing Association for the purposes of monitoring, evaluation and research. The information you provide will be kept confidential and will not be shared with any other organisation.
5. The information you provide us will be used for statistical purposes by Cunninghame Housing Association and will not be used to identify you as an individual in any way.
6. The questions regarding gender identity, age, disability, transgender status, religion, sexual orientation and ethnicity are also voluntary. We realise this information is sensitive, but it will help us monitor our Equalities and Diversity Policy and to improve the way we target our resources. It will be used for generating statistical information only, to show general trends and the impact of our services.
7. All information used will be treated in the strictest confidence, in accordance with the Data Protection Act 1998. All processing of your details by Cunninghame Housing Association is carried out in accordance with the Data Protection Act 1998. Under the Data Protection Act 1998 you are entitled to access the information held.
8. If you do not understand any part of this information, or require clarification on any aspect of this form, please contact the Chief Executive's Office on 01 294 606005.





Notes

Notes

OFFICES

HEAD OFFICE: 82-84 Glasgow Street, ARDROSSAN KA22 8EH
Tel: 01294 468360

42 Campbeltown Drive, KILMARNOCK KA3 1JX
Tel: 01294 607550

Victoria House, 6 Boyle Street, IRVINE KA12 8PG
Tel: 01294 607540

The Michael Lynch Centre for Enterprise, 71 Princes Street, ARDROSSAN KA22 8DG
Tel: 01294 475600

The James Moffat Centre for Enterprise, 187 Glasgow Street, ARDROSSAN KA22 8JY

e-mail : enquiries@chaltd.org
Website: www.cunninghame-housing.org

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