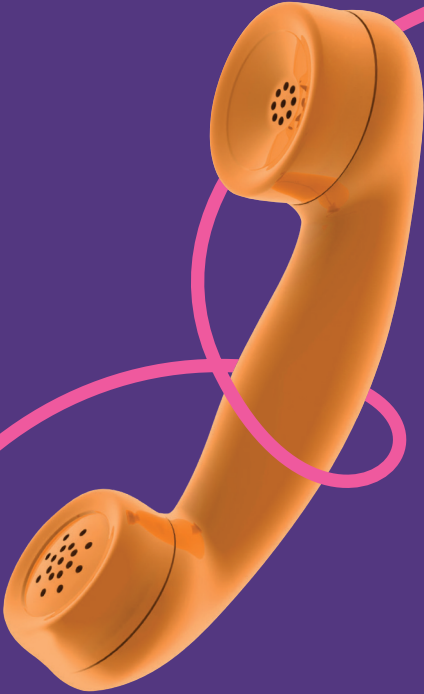


How to make a complaint



West of
Scotland
Housing
Association

Introduction

West of Scotland Housing Association (WSHA) is committed to providing high-quality customer service.

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 like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure

Your complaint may involve more than one of our services or be about someone working on our behalf.

What can't I complain about?

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

- requests for compensation
- our policies and procedures that have a separate right of appeal; for example, if you are dissatisfied with the level of priority you have been given when applying for a house. You may have the right to appeal against the decision and we will advise you of this when you contact us
- issues that are in court or have already been heard by a court or a tribunal

- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation. If you are still not satisfied, you can ask the Scottish Public Services Ombudsman for an independent review of the complaint (see page 8).
- If other procedures or rights of appeal can help you resolve your concerns we will give information and advice to help you

If it is your first time contacting us for a service, for example reporting a repair or an instance of antisocial behaviour, this would not be a complaint. You would contact Customer Service in the first instance who would direct you to the appropriate team to deal with your issue.



Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint' (page 7).

The Association values complaints and wants to make it as easy as possible for customers to submit a complaint. However, the Association may occasionally deal with complaints outwith this policy where a customer is deemed to be behaving in an unacceptable manner or is making unreasonable demands that leads to other customers being disadvantaged. You can find more information about this in our Unacceptable Behaviour Policy https://westscot.co.uk/data/Antisocial_Behaviour_and_Harassment_Policy_2024_2025_02_18_10_00_53.pdf.

Where we believe a tenant has behaved in an unacceptable way we will inform them, provide them with a copy of the policy and advise them of the action we are taking.

How to make a complaint

You can complain in person at any of our offices, by phone, in writing, email or by using our complaints form which is attached to this leaflet. 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 associated with the service you are complaining about. They can then try to resolve any problems on the spot.

When complaining, please tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter

Contact details

To make a complaint please contact our Customer Service team on 0141 550 5600, email customer.service@westscot.co.uk or pop into one of our offices to speak to the team in person.

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, but no longer than 12 months after the event itself

In exceptional circumstances, we may be able to accept a 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:

Stage 1: frontline resolution

We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem. We will give you our decision at stage 1 in five working days or fewer, unless there are exceptional circumstances. If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through stage 2. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

Stage 2: investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

When using stage 2 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 hoping for
- give you a full response to the complaint as soon as possible and within 20 working days. If our investigation will take longer than 20 working days, we will tell you. We will agree revised timescales with you and keep you updated on progress

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we deal 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 please make sure it has done so before contacting the SPSO)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court

You can contact the SPSO:

By post: Freepost SPSO

Tel: 0800 377 7330

Online: www.spsos.org.uk/contact-us

If you are a factored owner

If you are a factored owner and customer of Westscot Living Limited, the complaints process is detailed in your Written Statement of Service.

Complaints made to Westscot Living follow the same 2 stage complaints process as detailed above. To contact Westscot Living, you can email Factoring.Mailbox@westscot.co.uk, call 0141 550 5612 or write to us at Westscot Living Factoring Team, 40 Barrowfield Drive, Camlachie, Glasgow G40 3QH.

If you are not satisfied with our response, you can then take your complaint to the **First-tier Tribunal for Scotland (Housing and Property Chamber)**. An application to the Tribunal must be in writing. An application form can be downloaded from their website www.housingandpropertychamber.scot or requested from the Tribunal office.

First-tier Tribunal for Scotland (Housing and Property Chamber)

Address: First-tier Tribunal for Scotland Housing and Property
Scottish Courts and Tribunals Service
4th Floor 1 Atlantic Quay
45 Robertson Street
Glasgow G2 8JB
Tel: 0141 302 5900
Email: HPCadmin@scotcourtribunals.gov.uk
Website: www.housingandpropertychamber.scot

Reporting a Significant Performance Failure to the Scottish Housing Regulator

A 'significant performance failure' is defined by the Scottish Housing Regulator as something that a landlord does or fails to do, or a systemic problem that puts the interests of all its tenants at risk – rather than an individual – and which the landlord has not resolved. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

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

You can ask us for more information about significant performance failures. The SHR also has more information on their website: www.scottishhousingregulator.gov.uk or you can call the SHR on 0141 242 5642.



Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from a representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. You can find out about advocates in your area by contacting the **Scottish Independent Advocacy Alliance** or **Citizens Advice Bureau**.

Scottish Independent Advocacy Alliance

Tel: 0131 524 1975
Fax: 0131 550 9819
www.siaa.org.uk

Citizens Advice Scotland

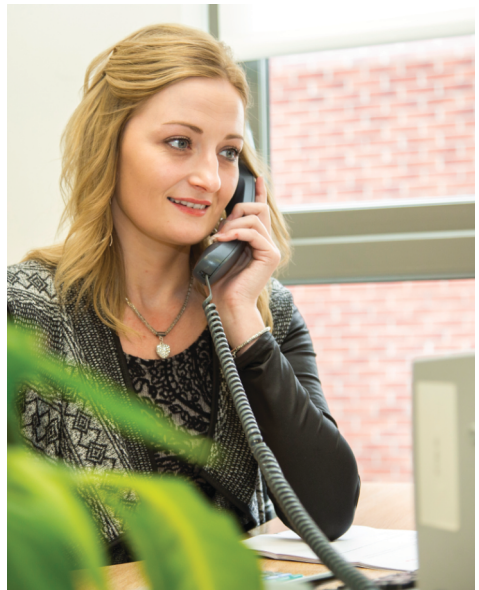
Tel: 0808 800 9060 or check your phone book/online for the number of your local bureau
Online: www.cas.org.uk

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us.

We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).

Our contact details

Please contact Customer Service on tel: 0141 550 5600 or email customer.service@westscot.co.uk, or write to us at WSHA Customer Service, 40 Barrowfield Drive, Camlachie, Glasgow G40 3QH



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 deal with 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 resolution

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 give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

The Scottish Public Services Ombudsman

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



Making a complaint

Your Details

Name:

Address:

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Postcode: Telephone No:

Email address:

Detail of Complaint

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Date: Time:

What action would you like us to take?

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Customer Signature:

Date:

Office Use

Date Received: Ref. No (from database):

Database updated by:

Notes

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A series of horizontal dotted lines for writing.

Contact us

Camlachie House
40 Barrowfield Drive, Camlachie
Glasgow, G40 3QH

t: 0141 550 5600

e: customer.service@westscot.co.uk

 WSHAScotland

 WSHAScotland

 WSHAScotland

w: westscot.co.uk

Alternative formats and community language
versions of this leaflet are available on request.