

Complaints Learning and Improvement

Complaints, learning and improvement leaflet

This leaflet explains what happens when a complaint is made to Ore Valley Housing Association if you think we have failed to comply with the Property Factor Code of Conduct. It also has information about our work in sharing the learning from complaints to bring about service improvements.

If you need this information in another format, such as large font or a different language, please call our office on 01592 721917. You can also visit our website: www.orevalleyha.org

Why have a Complaints Handling Procedure?

- To put things right
- To learn from our mistakes
- To improve our service

What is a Complaint

A complaint is "...an expression of dissatisfaction by one or more members of the public about the Housing Associations action or lack of action or about the standard of service provided by or on behalf of the Association".

Examples:

- Failing to provide a service
- Providing a poor standard of service
- Failing to meet our published service standards
- Treating you unfairly
- Failing to follow our own policies or procedures

A complaint is not:

- A first request for a service
- A request for compensation
- Dissatisfaction with decisions taken in line with policy and or statutory obligations.

These should be heard through the appropriate appeals or legislative process

- Request under the Freedom of Information Act or Data Protection Act
- An attempt to reopen a previously concluded complaint or to have the complaint reconsidered where the Association definitive decision has been communicated should be signposted to the First Tier Tribunal.

How to Make a Complaint

You can make a complaint:

- In Person—you can contact us by phone or talk to us in person at our offices
- In writing—send us your complaint by letter
- On line—by e-mail or through the on-line contact form available on our website: www.orevalleyha.org.uk

Dealing With Complaints

We will take all complaints seriously and will record and monitor complaints to ensure the service is improved as a result. We have a two stage complaints procedure with is outlined overleaf:



Stages of the Complaint

Stage 1—Frontline Resolution

- We aim to resolve complaints quickly and as close to the point of service delivery as possible at this stage, preferable at front line service
- We aim to resolve complaints within 5 working days or less, unless there are exceptional circumstances. These will be the more straightforward complaints where the staff member receiving the complaint will be able to resolve the matter on the spot by providing an apology and taking action to put the matter right or take other action to resolve the complaint quickly
- At this stage, it is not always necessary to respond to the customer in writing. Many complaints will be able to be resolved orally, face to face or by telephone and that is all that is needed.

Stage 2—Investigation Stage

Complaints handled at this stage are those that may not have been resolved at Stage 1 or are so complex that they require investigation before we can provide a decision.

When dealing with complaints at this stage we will:

- Record the complaint at Stage 2 in the procedure
- Acknowledge receipt of the complaint within 3 working days
- Discuss the complaint with the customer to confirm the reasons for the complaint and to understand the outcome they are looking for
- Provide a full response to the complaint as soon as possible but not later than 20 working days

Ore Valley Housing Association

What Next

We will always aim to provide the customer with a full response to their complaint within 20 working days but there may be occasions where our investigations will take longer than this to complete. Where this is the case we will agree to revised limits with the customer and keep them updated on progress. The Complaint Handling Procedure sets a time limit of 6 months from when the customer first knew of the problem about which they are complaining about.

If you are still unhappy

Once the investigation stage has been completed, owners have the right to apply to the First-tier Tribunal for Scotland (Housing and Property Chamber) if they remain dissatisfied.

To take a complaint to the First-tier Tribunal, owners must first notify the Association in writing of the reasons why they consider that the Association has failed to carry out its duties or failed to comply with the Code of Conduct for Property Factors and you must also have exhausted our complaints handling procedure.

Further information and guidance about the role of the First-Tier Tribunal Scotland is available on their website -

<https://housingandpropertychamber.scot/apply-tribunal>



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**Factoring
Complaint
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