

Complaint Handling Policy

1. Introduction

Our Complaints Handling Procedure reflects Ore Valley Housing Association's (OVHA) commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

2. Aims of the policy

The purpose of this policy is to ensure that:

- We do our job better, improve relationships with our customers and enhance public perception of OVHA. It will help us keep the user at the heart of the process, while enabling us to better understand how to improve our services by learning from complaints.
- Complaints are dealt with consistently, fairly and sensitively within clear and reasonable timeframes.
- Individuals have a simple and effective way to comment on our work and services.
- Compliments and complaints are monitored and used to improve our services and how we work.

3. Principles of the Policy

The Complaints Handling Procedure (CHP) explains to staff how to handle complaints. The CHP consists of:

- Overview and structure ([part 1](#))
- When to use the procedure ([part 2](#)) – guidance on identifying what is and what is not a complaint, handling complex or unusual complaint circumstances, the interaction of complaints and other processes, and what to do if the CHP does not apply
- The complaints handling process ([part 3](#)) – guidance on handling a complaint through stages 1 and 2, and dealing with post-closure contact
- Governance of the procedure ([part 4](#)) – staff roles and responsibilities and guidance on recording, reporting, publicising and learning from complaints
- The customer-facing CHP ([part 5](#)) – information for customers on how we handle complaints
- Complaints relating to Factored Properties will be covered under the Factoring Policy

What is a Complaint

Ore Valley Housing Association's definition of a complaint is:

'an expression of dissatisfaction by one or more members of the public about OVHA's action or lack of action, or about the standard of service provided by or on behalf of OVHA'.

We have adopted the Scottish Public Services Ombudsman's Complaints Handling Procedure and copies of this are available from our website.

Complaints are taken seriously and will be responded to in a timely, fair and consistent manner in line with the Scottish Public Services Ombudsman (SPSO) guidance.

We welcome complaints online, in person, on the phone, by letter or email.

4. Equality, Diversity & Inclusion

Ore Valley Housing Association is fully committed to equal opportunities and ensuring equality of treatment for all stakeholders, employees, customers and suppliers without discrimination or prejudice based on an individuals protected characteristics as defined in the Equalities Act as follows :-

- age
 - disability
 - gender identity¹
 - marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex
 - sexual orientation
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- The Association will always seek to follow best practice in order to ensure that the above group needs are understood, considered and accommodated wherever possible.

5. Monitoring

Any information obtained will be considered regularly by our management team and Governing bodies. Wherever possible, the information will be used to improve and further develop our services

Compliments or Complaints can be made as follows;

Online at OVHA website: www.orevalleyha.org.uk or by 'My Home', tenant portal

In person or by letter: OVHA, 114-116 Station Road, Cardenden, KY5 0BW

By phone on 01592 721917

By email at: ovha@orevalleyha.org.uk

Maryjane Elder

Review Date: Apr 2022

Next Review Date - Apr 2027

¹ The inclusion of gender identity as a characteristic goes beyond the confines of the Equalities Act which only recognises gender reassignment as a protected characteristic. This is referred to in our [Equality, Diversity & inclusion Policy](#).