



Complaints Procedure for Customers

Irvine Housing Association is committed to providing high-quality customer services. 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. We will attempt to address your dissatisfaction or concerns by providing a fair and considered response. This document 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 an expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us on 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
- service standards
- 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.

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

Therefore, a **complaint is not:**

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on antisocial behaviour
- requests for compensation

- where 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
- 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.

If other procedures or rights of appeal can help you resolve your concerns we will give information and advice to help you.

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'.

How can I complain?

You can complain in person at any of our offices, by phone, in writing, email or by using our on-line form on our website.

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 as quickly as possible.

When complaining, tell us:

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

How long do you 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 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.

If you don't know who to complain to please contact:

Mary Huggan, Executive Services Officer,
44-46 Bank Street, Irvine KA12 0LP
Telephone: 01294 316750

What happens when I have complained?

All complaints will be recorded on our complaints database and we will 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 5 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 you can ask for your complaint to be investigated further through Stage 2. You may choose to do this immediately or some time after you get our initial response. We can help you with making this request.

Stage 2 – Investigation

Stage 2 deals with 2 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 3 working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking 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 time limits 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 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 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:

In Person:

SPSO
4 Melville Street
Edinburgh
EH3 7NS

By Post:

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: 0800 377 7330

Online contact www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

Complaints about factoring

The Scottish Parliament has introduced new regulations which change the way complaints from home owners are heard.

On 1st December 2016, the new Housing and Property Chamber was created. This replaces both the Private Rented Housing Panel and the Home Owner Housing Panel. The Chamber sits in the First-tier Tribunal for Scotland and is administered by the Scottish Courts and Tribunals Service.

Any appeal made following the outcome of the First-tier Tribunal will now be heard by the Upper Tribunal for Scotland rather than the Courts.

If a factoring customer is still dissatisfied after our investigation stage, they can go to the Housing and Property Chamber.

You can contact the Housing and Property Chamber:

By Post:

First-tier Tribunal for Scotland Housing and Property Chamber
Scottish Courts and Tribunal Service
4th Floor
1 Atlantic Quay
45 Robertson Street
GLASGOW
G2 8JB

Telephone: 0141 302 5900

Email: HPAdmin@scotcourtsribunals.gov.uk

Website: www.housingandpropertychamber.scot

Care Complaints

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate. We would recommend you use the Association's complaints procedure in the first instance. You can find out more about the Care Inspectorate's complaints procedure, or make a complaint, by contacting the Care Inspectorate.

Information about their complaints procedure, contact details and [offices around Scotland](#), and information about how to complain are all on their website: <http://www.scswis.com/>

Or you can contact them by:

telephone 0845 600 9527

fax 01382 207 289

Online [complaints form](#)

email enquiries@careinspectorate.com

Reporting a Significant Performance Failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a 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 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. You can ask us for more information about significant performance failures. The SHR also has more information on their website:

<http://www.scottishhousingregulator.gov.uk/>

Or you can phone them on: 0141 271 3810

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 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 260 5380 Fax: 0131 260 5381 Website: www.siaa.org.uk

Citizens Advice Scotland

Website: www.cas.org.uk

Or check your phone book for your local bureau.

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 document in other languages and formats (such as **large print**, audio and Braille).

Our contact details

Please contact us by the following means:

By telephone: 0845 112 6600

By email: complaints@irvineha.co.uk

On line: www.irvineha.co.uk

By visiting any of our office:

Head Office: 44-46 Bank Street, Irvine KA12 0LP

Quick guide to our Complaints Procedure

Complaints Procedure

You can make your complaint in person, by phone, by e-mail, in writing or by completing an on-line form on our website.

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 **5 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 **3 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.

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