



CUNNINGHAME

HOUSING ASSOCIATION

More than just a landlord

COMPLAINTS PROCEDURE



A charity registered in Scotland No: SC037972

www.cunninghame-housing.org
Email: complaints@chaltd.org

**MAKING OUR COMMUNITIES
BETTER PLACES**



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HOUSING ASSOCIATION

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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 جاسکتی 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.

CUNNINGHAME HOUSING ASSOCIATION LTD COMPLAINTS PROCEDURE

Cunninghame 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. 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 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:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti social behaviour
- 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
- 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.

CUNNINGHAME HOUSING ASSOCIATION LTD COMPLAINTS PROCEDURE

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 do I complain?

You can complain in person at any of our offices, by phone, in writing, email or by using our complaints form attached at the end of 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 at the service you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, 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.

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.

Contact details

Cunninghame Housing Association Ltd.
Registered Office

Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA

Tel: **01294 468 360**

Fax: **01294 604 144**

Email: **complaints@chaltd.org**

www.cunninghame-housing.org

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 and close to where we provided the service. 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 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 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 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 (**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
Bridgeside House, 99 McDonald Road,
Edinburgh, EH7 4NS

Freephone: 0800 377 7330

Website: www.spso.org.uk

By Post:

Freepost SPSO

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

Mobile site: m.spso.org.uk

WHAT HAPPENS WHEN I HAVE COMPLAINED?

Complaints about factoring

The SPSO does not normally look at complaints about our factoring service. From October 2012 the Homeowners Housing Panel will try to resolve complaints and disputes between home owners and property factors. So if your complaint is about a factoring service, and you are still dissatisfied after our investigation stage you will be able to go to the Homeowners Housing Panel. More information will be available once the panel is fully established.

Care complaints

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their 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:

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. Significant performance failures are not, therefore, dealt with through this complaints handling procedure. 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 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 leaflet in other languages and formats (such as large print, audio and Braille).



Our contact details

In Person or by Post:

**Quayside Offices, Marina Quay, Dock Road,
Ardrossan, KA22 8DA**

By Phone: **01294 606 005**

By Email: complaints@chaltd.org

Website: www.cunninghame-housing.org

QUICK GUIDE TO OUR COMPLAINTS PROCEDURE

Complaints procedure

You can make your complaint in person, by phone, by email 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.

Please Cut Here

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.

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

COMPLAINT FORM

About You

To make a complaint or comment please complete this form and send it to us at Cunninghame Housing Association Ltd, Quayside Offices, Marina Quay, Dock Road, Ardrossan, KA22 8DA. **Alternatively you can call us on 01294 606 005.**

Title: Mr Mrs Miss Other

Your name:.....

Address:

Phone:.....

Email:

Please indicate your preferred method of contact:.....

Please provide details of your preferred time of contact:

Morning Afternoon Evening

Equality & Diversity

We collect information on age, ethnic origin and nationality, in line with equalities legislation. You do not have to answer these questions but it will help us to understand the view of different groups of customers if you do.

How old are you? 16-24 25-34 35-44 55-54 55-64 65+

What is your ethnic origin?

- White Scottish / British
- Black Scottish / British
- Asian Scottish / British
- Arab
- Any Mixed Background
- Other White Background
- Other Black Background
- Other Asian Background
- Gypsy / Traveller
- Other.....

What is your nationality?

What we will do with this information

Information supplied by you will be used for the purpose of handling and monitoring complaints and related research purposes. The information you provide will only be used by relevant parties.

What is your complaint/comment?

Dotted lines for writing a complaint or comment.

What would you want us to do in order to try and resolve your complaint?

Dotted lines for writing a resolution request.

Signed: Date:

Please Cut Here





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HOUSING ASSOCIATION

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OFFICES

Head Office

Quayside Offices, Marina Quay, Dock Road, ARDROSSAN, KA22 8DA
Tel: 01294 468360

East Ayrshire Office

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

Victoria House Office

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

Dumfries Office

24 Nith Place, DUMFRIES, DG1 2PN
Tel: 0800 049 6528

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

SUBSIDIARY COMPANIES

Cunninghame Furniture Recycling Company Ltd.

Unit 68, Third Avenue, Heatherhouse Industrial Estate, IRVINE, KA12 8LT
Freephone: 0800 221 8083

Citrus Energy Ltd.

82-84 Glasgow Street, ARDROSSAN, KA22 8EH
Freephone 0800 221 8089

www.cunninghame-housing.org

Email: enquiries@chaltd.org



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