

# SUMMARY

## COMPLAINTS HANDLING POLICY

### WHAT IS A COMPLAINT?

Milnbank Housing Association's definition of a complaint is:

*"An expression of dissatisfaction by one or more members of the public about MHA's action or lack of action, or about the standard of service provided by or on behalf of the Association"*

This may relate to failure to provide a service, inadequate standard of service, dissatisfaction with a Policy, attitude of a member of staff or delays in responding to enquiries and requests. The list above does not cover everything.

### WHO CAN COMPLAIN?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. This extends to any member of the public who has access to or is affected by any of MHA's services.

### HOW DO I COMPLAIN

You can complain in a variety of ways:-

- A. In person in our office MHA.
- B. By Phone, 0141 551 8131
- C. Email via- [admin@milnbank.org.uk](mailto:admin@milnbank.org.uk)

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

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

**If you are reporting an anti-social issue please refer to the Dealing With Anti-Social Complaints Policy**

## **WHAT HAPPENS WHEN I HAVE COMPLAINED**

We will always tell you who is dealing with your complaint.

Our complaints procedure has two stages:

### **STAGE ONE-FRONTLINE RESOLUTION**

We aim to resolve complaints as quickly as possible. This could mean an on-the-spot-apology, an explanation if something has clearly gone wrong and immediate action to resolve the problem. Will give you our decision **within 5 working days**, unless there are exceptional circumstances.

If we cannot 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 make this request.

### **STAGE TWO—INVESTIGATION**

This 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 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**

## **WHAT IF I'M STILL DISSATISFIED**

After we have fully investigated, if you are still dissatisfied with our decision or the way we have dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO looks at issues such as service failure as well as the way the complaint has been handled. The SPSO is the final stage for complaints about public services in Scotland.

The (SPSO) can be contacted:

#### **In Person:**

SPSO  
Bridgeside House  
99 McDonald Road  
Edinburgh, EH7 4NS

Freephone: 0800 377 7330

Online contact: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website: [www.spsso.org.uk](http://www.spsso.org.uk)

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

#### **By Post:**

Freeport SPSO  
(all that is need on  
the envelope)

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

### **COMPLAINTS ABOUT FACTORING**

The SPSO does not normally look at complaints about our factoring services. The First-Tier Tribunal for Scotland (Housing and Property Chamber) will try to resolve complaints and disputes between home owners and property factoring. 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:

First-Tier Tribunal for Scotland  
(Housing and Property Chamber)  
Glasgow Tribunal's Centre  
20 York Street  
Glasgow  
G2 8GT  
Tel: 0141 302 5900.  
email: [HPCAdmin@scotcourtribunals.gov.uk](mailto:HPCAdmin@scotcourtribunals.gov.uk)

### **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 landlords tenants.

You can ask us for more information about significant performance failures. The SHR also has more information on their website: [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) or you can call 0141 242 5642 or e-mail on [shr@scottishhousingregulator.gsi.gov.uk](mailto:shr@scottishhousingregulator.gsi.gov.uk)

### **CARE COMPLAINT**

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

Inspectorate's complaints procedure, contact details, and offices around Scotland, and information about how to complain are all on their website: [www.careinspectorate.com](http://www.careinspectorate.com)

Or you can contact them by:  
Telephone: 0345 600 9527  
Fax:01382 207 889  
Online complaints for email:  
[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

### **HOW LONG DO I HAVE TO COMPLAIN?**

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.

A COPY OF MILNBANK HOUSING ASSOCIATION'S COMPLAINTS POLICY CAN BE OBTAINED FROM OUR WEBSITE: [www.milnbank.org.uk](http://www.milnbank.org.uk)