

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 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.

A COPY OF MILNBANK HOUSING ASSOCIATION'S COMPLAINTS POLICY CAN BE OBTAINED FROM OUR WEBSITE:

[www.milnbank.org.uk](http://www.milnbank.org.uk)

## **SUMMARY**

### **COMPLAINTS HANDLING POLICY**

### **How you can make a complaint**

## **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 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 **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 some time 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 can be contacted:

#### **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](http://www.spsso.org.uk/contact-us)

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

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

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.

### **COMPLAINTS ABOUT FACTORING**

The SPSO does not normally look at complaints about our factoring service. 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, Europa Building, 450 Argyle Street, Glasgow, G2 8LH. Tel: 0141 242 0175, Fax: 0141 242 0141, email: [hohpadmin@scotland-gsi.gov.uk](mailto:hohpadmin@scotland-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.scswis.com](http://www.scswis.com)

Or you can contact them by:

Telephone: 0845 600 9527

Fax: 01382 207 889

Online complaints for email:

[enquiries@careinspectorate.com](mailto: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. 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.

### **WHO CAN COMPLAIN?**

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

### **HOW DO I COMPLAIN?**

You can complain in a variety of ways:-

- a. in person at our office, 53 Ballindalloch Drive, G31 3DQ
- b. By phone, 0141 551 8131
- c. Email via [admin@milnbank.org.uk](mailto:admin@milnbank.org.uk)