



## COMPLAINTS

INFORMATION SHEET 10



**We always welcome your views and comments about improving our service.**

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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### Our Complaints Procedure

Our procedure reflects Easthall Park Housing Co-operatives commitment to valuing complaints.

The procedure has been developed by the Scottish Public Sector Ombudsman.

The aim of the procedure is to help us “get it right first time” and have simple, quick and streamlined steps to resolving complaints.

We welcome and encourage complaints. We believe it provides the information necessary to improve the responsiveness and effectiveness of our services.

### What does the Complaint Procedure cover?

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

### What can't you complain about?

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

#### These include:

- A routine first time request for a service, for example, reporting a repair or initial action on anti-social behaviour
- Requests for compensation
- Issues that are in court or have already been heard by a court or 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 two investigation. If you are still not satisfied, you can ask the Scottish Public Sector Services Ombudsman for an independent review of the complaint.

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### Who can complain?

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

### How do I complain?

You can claim in person at our office, by phone, in writing, email or by using our complaints form.

### 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 the complaint?

Normally, you must make your complaint within six months of:

- The event you want to complaint about, or
- Finding out that you have a reason to complain, but no longer than twelve months after the event itself

### 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 at stage one 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 your complaint to be investigated further through stage two.

### Stage Two - investigation

Stage two deals with two types of complaint: those that have not been resolved at stage one and those that are complex and require detailed investigation.

### When using Stage Two 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 Sector Ombudsman (SPSO) to look at it.

### The SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure
- 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

The address of the Scottish Public Sector Ombudsman is: SPSO, Freepost EH641, Edinburgh, EH3 0BR. Telephone number: 0800 377 7330, Webpage: [www.spso.org.uk](http://www.spso.org.uk)

### Reporting of Complaints

We will report the outcomes from complaints received on our web site, newsletter and at the reception area at the Glenburn Centre.

Further information on how we manage complaints and our service standards are available from our web site. [www.easthallpark.org.uk](http://www.easthallpark.org.uk)