

# Complaints Handling Procedure





[www.trustha.org.uk](http://www.trustha.org.uk)  
0131 444 1200  
@ trust\_housing  
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## Complaints Procedure

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Trust Housing Association is committed to providing excellent customer services. We value complaints and use this information to help us improve our services.

If you're dissatisfied with Trust and the services we provide, please tell us. This leaflet describes our complaints procedure and how to make a complaint.

## What is a complaint & what can I complain about?

### What is a complaint?

A complaint is any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

### What can I complain about?

You can complain about:

- 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 I not 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.







## Who can complain & how do I complain?

### 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 or developments, by phone, in writing, email or through our website at: <http://trustha.org.uk>

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 that service, then they can try to resolve any problems on the spot.

### When complaining, please 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 let us know by contacting us at:

Trust Housing Association  
12 New Mart Road  
Edinburgh EH14 1RL  
[info@trustha.org.uk](mailto:info@trustha.org.uk)  
0131 444 1200

Isle of Arran Homes  
12 New Mart Road  
Edinburgh EH14 1RL  
01770 303700

Trust Housing Association  
First Floor Pavilion 5  
Watermark Business Park  
345 Govan Road  
Glasgow G51 2SE





## What happens when I have complained?

### Stage one – Frontline Resolution

*We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:*

#### Stage One:

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 for your complaint to be investigated further through stage two. You may choose to do this within 15 working days of our initial response. We can help you with making this request.

## What happens when I have complained?

### Stage two – Investigation

#### Stage Two:

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 Services Ombudsman (SPSO) to look at it.

The SPSO doesn't 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  
Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS

### By Post:

Freepost SPSO  
(this is all you need to write on the envelope, and you don't need to use a stamp)

### By Phone:

Freephone  
0800 377 7330  
or call  
0131 225 5300

**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:** [m.spsso.org.uk](http://m.spsso.org.uk)

## Care & Housing Support Complaints

If your complaint relates to a care or housing support 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](http://www.scswis.com)

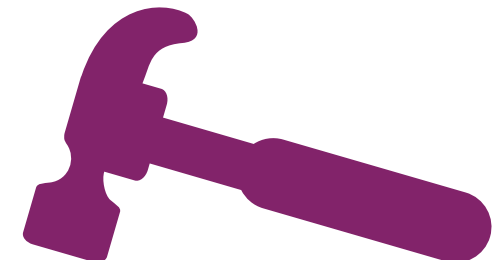
Or you can contact them by:

**Telephone:** 0845 600 9527

**Fax:** 01382 207 289

**Online complaints form**

**Email:** [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)





## Reporting a Significant Performance Failure to the Scottish Housing Regulator

## Our contact details



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](http://www.scottishhousingregulator.gov.uk)

Or you can phone them on: 0141 271 3810



Head Office  
& East Regional office  
Trust Housing Association  
12 New Mart Road  
Edinburgh  
EH14 1RL

Email: [info@trustha.org.uk](mailto:info@trustha.org.uk)  
Phone: 0131 444 1200

West Regional Office  
Trust Housing Association  
First Floor Pavilion 5  
Watermark Business Park  
345 Govan Road  
Glasgow  
G51 2SE

Isle of Arran Homes  
12 New Mart Road  
Edinburgh EH14 1RL  
Phone: 01770 303700



## Complaint Form

If you would prefer to make a complaint in writing, you can use the form below to provide use with details of your complaint.

Your name & address  
[Text input field]

Your daytime phone number  
[Text input field]

Email address  
[Text input field]

Your complaint  
[Text input field]

When did this happen (approximate date)  
[Text input field]

Have you made a complaint before, if yes, when was this? (approximate date)  
[Text input field]

When did you last receive a response to your complaint?  
[Text input field]

What is the desired outcome from your complaint?  
[Text input field]

Your signature  
[Text input field]

Date  
[Text input field]

## 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

Phone: 0131 556 6443  
Fax: 0131 550 9819  
Website: [www.siaa.org.uk](http://www.siaa.org.uk)  
Email: [enquiry@siaa.org.uk](mailto:enquiry@siaa.org.uk)

### Citizens Advice Scotland

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



# 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 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 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.



### 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.

We will acknowledge your complaint within three working days. We will give you a decision as soon as possible. This will be after no more than 20 working days unless there is a good reason for needing more time.

If your complaint relates to The Care or Housing Support you receive, you can ask the Care Inspectorate to review your complaint.



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