



*Comments*

*Compliments*

*Complaints*

**Glasgow  
WEST  
HOUSING  
ASSOCIATION  
LIMITED**

*We value your feedback  
and use information you  
provide to help us improve  
our services*

## **Let us know about it**

We aim to provide a first class service to tenants, housing applicants and others who use our services. There may be occasions, however, when our service falls short of our Service Quality Guarantee, or when you may have suggestions for improvement.

There may also be times when you would like to tell us that you are happy with the service you have received. Your comments, compliments and complaints are important to us, as they help improve the services we provide.

## **Taking your views seriously**

Feedback from you is the best way for us to check if we are doing things right. If you take the time to give us your views, we will make sure they are acknowledged, properly considered and responded to within a set timescale.

All feedback we receive is centrally recorded and reports are given to our Management Committee on the numbers and type of feedback items received, our speed and success in responding to feedback and any lessons we have learned. This information is also reported through our Newsletters and Annual Landlord Report (reporting our performance against the Annual Report on the Charter to the Scottish Housing Regulator ).

# **Complaints Handling Procedure**

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 how we will handle your complaint and what you can expect from us.

## 1. What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.



## 2. What can I complain about?

You can complain about things like:

- failure or refusal to provide a service
- inadequate quality or standard of service, or an unreasonable delay in providing a service
- delays in responding to enquiries or requests
- unfairness, bias or prejudice in service delivery
- lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- a repair that has not been carried out properly or in an agreed timeframe
- dissatisfaction with one of our policies or its impact on the individual
- failure to properly apply law, procedure or guidance when delivering services
- failure to follow the appropriate administrative process
- conduct, treatment by or attitude of a member of staff or contractor (**except** where there are arrangements in place for the contractor to handle the complaint themselves); or
- disagreement with a decision (**except** where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector).

Your complaint may involve more than one GWha service or be about someone working on our behalf.

Complaints about the conduct of a staff member should be marked "Private and Confidential" and "for the attention of the Human Resources Officer (HRO)". The HRO will ensure your complaint is directed to the staff member's Line Manager.

## 3. What can't I complain about?

There are some things we can't deal with through our complaints handling procedure. These include:

- a routine first-time request for service
- a request for compensation only
- issues that are in court or have or have already been heard by a court of a tribunal (if you decided to take legal action, you should let us know as the complaint cannot then be considered under this process)
- disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector
- a request for information under the Data Protection or Freedom of Information (Scotland) Acts
- a concern about a child or an adults safety
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- abuse or unsubstantiated allegations about our organisation or staff where such actions would be covered by our Unacceptable Actions Policy; or
- a concern about the actions or service of a difference organisation where we have no involvement in the issue (**except** where the other organisation is delivering services on our behalf).



If other procedures or rights of appeal can help you resolve your concerns, we will provide information and advice to assist you.

If you wish to make a neighbour complaint, please contact the Tenancy Services Team directly.

Matters concerning staff grievance, employment, recruitment, or whistleblowing will be managed in accordance within GWha's HR framework.

## 4. Who can complain?

Anyone who received, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example, a relative, a friend, advocate or adviser). If you are making a complaint on someone else's behalf, you will normally need their written consent. Please also read section 10: **Getting help to make your complaint.**

## 5. How do I complain?

You can complain in person at our office, by phone, in writing, by email or via our [online feedback form](#).

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

When complaining, please tell us:

- Your full name and contact details
- As much as you can about the complaint
- What has gone wrong; and
- What outcome you are seeking.

## Our contact details



You can contact us:



In person at  
5 Royal Crescent, G3 7SL or at  
one of our concierge stations



Call us on 0141 331 6650



Email us at  
[admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)



Complete our  
[online feedback form](#)

## 6. 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.

In exceptional circumstances, we may consider accepting a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

## 7. 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 response

We aim to respond to complaints quickly (where possible, when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or 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 you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to stage 2. You must normally ask us to consider your complaint at stage 2 either:

- within six months of the event you want to complain about, or finding out that you have a reason to complain; or
- within two months of receiving your stage 1 response (if this is later).

In exceptional circumstances, we may consider accepting a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

## Stage 2: Investigation

Stage 2 deals with two types of complaint: where the customer remains dissatisfied after stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at stage 1, you can ask us to handle it at stage 2 instead. However we will retain discretion for decision as to which stage the complaint is to be handled.

When using stage 2:

- we will acknowledge receipt of your complaint within three working days.
- we will confirm our understanding of the complaint we will investigate and what outcome you are looking for
- we will try to resolve your complaint where we can (in some cases we may suggest using an alternative complaint resolution approach, such as mediation); and
- where we cannot resolve your complaint, we will give you a full response as soon as possible, normally within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will tell you our revised time limits and keep you updated on progress.

Complaint responses at stage 2 will be approved by the Divisional Director before being issued to you.

## 8. What if I'm still dissatisfied?

After we have given you our final decision, 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.

There are some complaints about housing that have an alternative route for independent review. We will tell you how to seek independent review when we give you our final response on your complaint.



The SPSO is an independent organisation that investigates complaints. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support). You can ask the SPSO to look at your complaint if:

- you have gone all the way through the GWhA complaints handling procedure
- it is less than 12 months after you became aware of the matter you want to complain about; and
- the matter has not been (and is not being) considered in court.

The SPSO will ask you to complete a complaint form and provide a copy of our final response to your complaint. You can do this online at [www.spsso.org.uk/complain/form](http://www.spsso.org.uk/complain/form) or call them on Freephone **0800 377 7330**.

You may wish to get independent support or advocacy to help you progress your complaint. See the section on **Getting help to make your complaint** below.

The SPSO's contact details are:

### SPSO

**Bridgeside House  
99 McDonald Road  
Edinburgh EH7 4NS**

(if you would like to visit in person, you must make an appointment first).

Their freepost address is:

### **FREEPOST SPSO**

Freephone: 0800 377 7330

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

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

## 9. Reporting a significant performance failure to the Scottish Housing Regulator

'Significant performance failures' may be raised with the Scottish Housing Regulator (SHR). 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)

## 10. 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.

In the event contact is made by more than one representative, we will identify a 'lead' to maintain focused communications.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance:

### Scottish Independent Advocacy Alliance

Tel: **0131 510 9410**

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

You can find out about advisers in your area through Citizen's Advice Scotland:

### Citizen's Advice Scotland

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

#### For your local branch:

2nd Floor, Brunswick House  
51 Wilson Street, Glasgow, G1 1UZ

Tel: **0808 800 9060**

For advice: [advice@citizensadvice.org.uk](mailto:advice@citizensadvice.org.uk)

We aim to make our complaints Handling Procedure as user-friendly as possible and we recognise that there may be situations when you feel the need for independent support and advice in raising an issue with us. You can find out more about the organisations who provide services to people in the local community below:

**Shelter:** First Floor, Suite 2, Breckenridge House  
271 Sauchiehall Street, Glasgow, G2 3EH

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

Free housing Advice Helpline (9am-5pm):  
**0808 800 4444**

### West of Scotland Racial Equality Council:

Napiershall Centre  
39 Napiershall Street, Glasgow, G20 6EZ

Tel: **0141 337 6626**

Email: [info@wsrec.co.uk](mailto:info@wsrec.co.uk)

**Legal Services Agency:** 3rd Floor, Fleming House,  
134 Renfrew Street, Glasgow, G3 6ST

Tel: **0141 353 3354**

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

Email: [lsa@btconnect.com](mailto:lsa@btconnect.com)

**Glasgow Centre for Inclusive Living:**

117-127 Brook Street, Glasgow, G40 3AP

Tel: 0141 550 4455 Text phone: 0141 554 6482

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

**Glasgow Disability Alliance:**

Suite 301, The White Studios  
Block 4, Templeton Business Centre  
62 Templeton Street, Glasgow, G40 1DA

Tel: 0141 556 7103

Website: [www.gdaonline.co.uk](http://www.gdaonline.co.uk)

Email: [www.gdaonline.co.uk](http://www.gdaonline.co.uk)



HOMES ARE OUR PURPOSE  
SERVICE AND SUSTAINABILITY  
OUR PRIORITY

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 you access and use our services. If you have trouble putting your complaint in writing, or want this information in another language or format, such as large print, audio or Braille, please tell us by the following means:



In person at 5 Royal Crescent, G3 7SL or at one of our concierge stations



Call us on 0141 331 6650



Text us at 07860 018 421



Email us at [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)



Complete our [online feedback form](#)

*Registered with Scottish Housing Regulator HEP126*

*Registered as a Scottish Charity SC001667*

*Registered under the Co-operative and Community Benefit Societies Act 1955 RS*

# 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 investigation, we will tell you and keep you updated on our progress.



## Stage 1: Frontline response

We will always try to respond to 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 will also look at some complaints immediately at this stage, if it is clear that they need investigation.

We will acknowledge your complaint within **three working days**.

We will confirm the points of complaint to be investigated and what you want to achieve.

We will investigate the complaint and 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.



## 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.

There are some complaints about housing that have an alternative route for independent review. We will tell you how to seek independent review when we give you our final response on your complaint.