

## **Rutherglen and Cambuslang Housing Association**

### **Owner Complaints Handling Procedure**

*Rutherglen and Cambuslang Housing Association (RCHA)* is committed to providing high-quality customer services. We value complaints and use the information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. This document describes what our complaints procedure is and guides you on how to make a complaint. It also tells you about our standards when dealing with a complaint and what you can expect from us.

#### **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.

#### **What can I complain about?**

Examples of what you can complain about:

- delays in responding to your enquiries and actioning requests
- failure to provide a factoring service
- standard of the service delivered
- dissatisfaction with any of our factoring policies
- treatment by or attitude of a member of staff or an Association authorised contractor
- our failure to follow proper procedure

Please specify if your complaint involves more than one of our services or is about someone working on our behalf.

#### **What can't I complain about?**

There are some things we can not deal with through our complaints procedure.

These include:

- a routine first-time request for an Association factoring service e.g. reporting a repair
- anti-social behaviour of other owners
- behaviour of other owner's contractors
- anonymous complaints - these will be dealt with on individual merit but not through this complaints procedure
- requests for compensation
- 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 Two investigation. If you are still not satisfied homeowners may have the right to apply to the Homeowner Housing Panel



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

### **Who can complain?**

Any owner or their authorised representative can make a complaint to us. Please also read the section 'Getting help to make your complaint'.

### **How do I complain?**

You can complain in person at our office, by phone, in writing or email. A complaints form is available to assist in gathering the required information.

It is easier for us to resolve complaints if you make them quickly and directly to the appropriate staff member. If you are already dealing with a member of our staff please talk to them so they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- have you authorised someone to deal with the complaint of your behalf
- as much detail as you can about the complaint and why you have raised it including what you think has gone wrong
- how you want us to resolve the matter
- if there is any action we can take to avoid a repeat of the issue
- preferred method of communication – if it is not possible we will tell you

### **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 tell us why.

Contact details:-

*Rutherglen and Cambuslang Housing Association  
Aspire Business Centre  
16 Farmloan Road  
Rutherglen  
G73 1DL*

*Tel; 01416474917  
E-mail [info@randcha.co.uk](mailto:info@randcha.co.uk)*



## **What happens when I have complained?**

### **Immediate Resolution**

We aim to resolve complaints quickly and close to where we provided the service. This could include an on-the-spot apology and explanation or a decision on the immediate action to be taken to resolve the problem. If this action satisfies the complainer the Association will deem the complaint closed.

If not your complaint will be acknowledged and you will be informed who is dealing with your complaint. Our complaints procedure has two stages and you will be informed how your complaint will be dealt with.

### **Stage One**

If the complaint is progressed to this stage we will give you our Stage One decision within five working days. If there are exceptional circumstances and a decision cannot be given within five working days you will be informed why and if possible given an approximate timescale for a decision to be reached.

If we can't resolve your complaint at this stage, you will be informed of the reason/s for our decision and advised of the right to appeal via 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 five working days or less
- discuss your complaint with you to understand why you remain dissatisfied
- give you a full response to the complaint as soon as possible or 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 you can apply to:

Housing and Property Chamber  
First-tier Tribunal for Scotland  
Glasgow Tribunals Centre  
20 York Street  
Glasgow  
G2 8GT  
Telephone: 0141 302 5900

An application form is available from their website at:

<https://www.housingandpropertychamber.scot/contact-us>



## **Getting help to make your complaint**

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from an authorised representative of an owner e.g. a friend, relative or an advocate.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

### **Scottish Independent Advocacy Alliance**

Tel: 0131 260 5380 Fax: 0131 260 5381 Website: [www.siaa.org.uk](http://www.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.

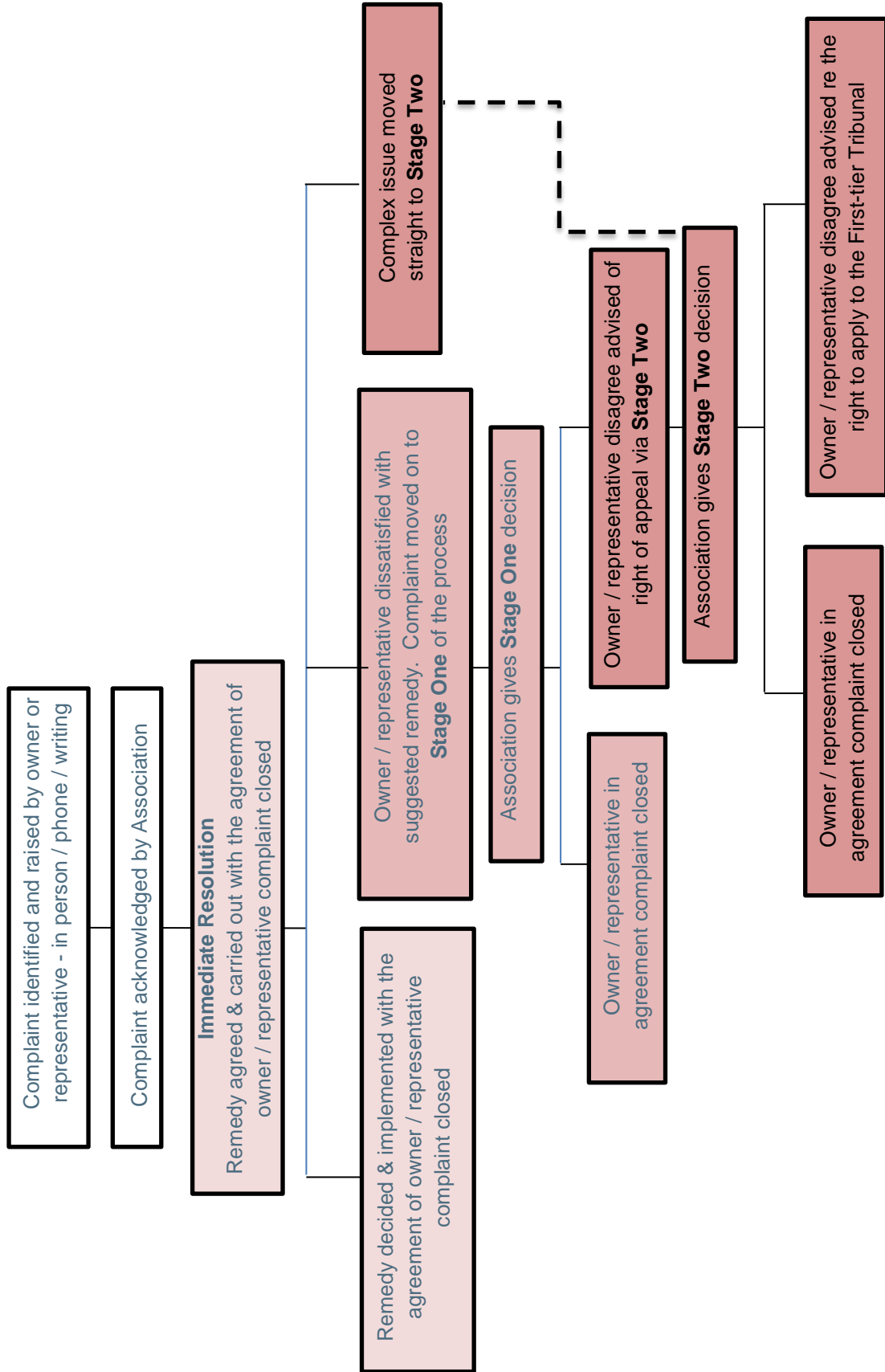
We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help anyone to access and use our services. If you need any assistance to make your complaint please contact us at:-

*Rutherglen and Cambuslang Housing Association  
Aspire Business Centre  
16 Farmeloan Road  
Rutherglen  
G73 1DL*

*Tel: 0141 647 4917  
E-mail: [info@randcha.co.uk](mailto:info@randcha.co.uk)*



# Complaints Process



## COMPLAINTS FORM

Name: \_\_\_\_\_

Contact Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone / Mobile: \_\_\_\_\_

Preferred Method of Contact:

In writing

Phone

E-mail

Other please specify: \_\_\_\_\_

Property address for complaint if different to above:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you wish an authorised representative to act on your behalf?

No

Yes  (please give details)

Name: \_\_\_\_\_

Contact Details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone / Mobile: \_\_\_\_\_



Complaint Details

What has happened?

When did it happen?

Who was involved?

What is the result?

How would you like it resolved?

Are there any actions we can put in place to avoid this being repeated?

Signed:

Date:

