



HOW TO **MAKE A... COMPLAINT**

TYPES OF COMPLAINTS

Fairfield Housing Co-operative aims to provide a first class service to all it's service users, be they tenants, contractors, partner agencies, or members of the public. We recognise, however, that there may be occasions when service users or customers may be unhappy with the service they have received.

The Co-operative considers a complaint to be an expression of dissatisfaction about the standard and quality of service, action, or lack of action by the Co-operative or it's staff, which affects an individual customer or group of customers.

If you have a complaint about a housing or estate management matter, or about e.g. dog fouling, neighbour disputes or anti-social behaviour, we have a separate policy and procedure for dealing with these.



Service users can complain about any aspect of the service they receive e.g.

- repairs not carried out satisfactorily;
- information requested is not provided;
- a member of staff, committee member or contractor who has not behaved in an appropriate manner;
- a housing application which has not been handled satisfactorily;
- unfair discrimination

Where a complaint is not within the remit of the Co-operative, for example relating to roads, environmental health, utilities, or housing benefit we will endeavour to direct the complainant to the appropriate authority e.g. utility company, local authority or local councillor.

Confidentiality

All complaints will be treated within the strictest confidence, and dealt with sensitively and impartially. Any aspect of the complaint made which may have to be divulged to a third party, will not be done so without obtaining prior permission from the complainer.



HOW WILL WE DEAL WITH

your complaint?



In dealing with a complaint, the Co-operative aims to

- respond quickly and efficiently, within the time limits specified, address all the points at issue, and keep the service user informed of developments;
- be as open as possible, giving full reasons and explanations about the decisions made;
- offer redress appropriate to any breakdown in services, restoring complainants wherever possible, to the position they would have been in, had there been no problem;
- advise of the appeals process and the independent ombudsman, should the complainant be unsatisfied with the Co-operative's treatment of their complaint in the initial stages.

WHAT TO DO NEXT

If you would like to make a complaint, you can do this by:

- telephone
- letter
- in person in the Co-operative's office, or
- via e-mail

Whilst it is preferable that all complaints are received in writing, we appreciate that it is not always possible for some people to do this. We will therefore take a note of the complaint or complete a complaint form on the complainer's behalf where appropriate.

We will acknowledge complaints within 3 working days of receiving them and will advise:

- which member of staff is investigating the complaint
- contact details for that member of staff
- the date by which a response will be given

Scottish Public Services Ombudsman

The Scottish Public Services Ombudsman provides an open, accountable and accessible complaints service to users of public services. It offers an independent, free and fair response to complaints. They can be contacted at 4 Melville Street, Edinburgh, EH3 7NS, telephone 0870 011 5378 or e-mail enquiries@scottishombudsman.org.uk.

If you or a complainant are unsatisfied with the response they receive from the Committee of Management after the appeals stage, they may be able to refer the complaint to this service.

Full copies of the Complaints Policy can be obtained from the Co-operative's Office:



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