

Name (print)

Address

.....

.....

Post Code

Tel No :

I wish to :- **Tick One**

1. Make a formal complaint

2. Appeal against the result of an investigation

A. Please contact me to obtain details

B. Please see the details enclosed

Signed :

Date :

Making an appeal

If you are not happy with our reply to your formal complaint, you may appeal to our Management Committee.

Your appeal should be in writing, addressed to the Director, giving the reasons for your appeal. Alternatively you may complete and send in the tear-off part of this leaflet. A member of staff will contact you as necessary to get the details.

You can ask (or you may be asked) to attend the Committee meeting which will consider your appeal. Following the meeting a letter will be sent to you within 3 working days advising you of the Committee's decision.

Scottish Public Services Ombudsman

In certain cases, if you are not happy with the Committee's decision, you may be able to appeal to:

**Scottish Public Services Ombudsman,
4 Melville Street, Edinburgh, EH3 7NS.
Tel 08070 011 5378.**

Independent Advice

If you wish, or need, independent advice on making a complaint, the local Citizens Advice Bureau, or your Solicitor, may be able to help.



Your Right To Complain

A guide about how to make a complaint, and what to do if you are not happy with the results.



Forth Housing Association Ltd is a Registered Scottish Charity No SC003550

Introduction

We are committed to providing a quality service to all applicants, tenants and other members of the public.

We welcome constructive comments or criticism, and you also have the right to complain if you feel that we have fallen below our standards, or if you believe you have been treated unfairly.

A copy of our Complaints Policy can be obtained from our office.

Informal complaints

Many complaints about the way we provide a service, or about the conduct of staff, can be dealt with informally. Simply speak to a member of staff.

Any complaint made in this way will be investigated, and, where appropriate, staff will let you know how it has been, or will be, dealt with.

Raising concerns in this informal way can often allow matters to be dealt with before they become major problems. However, if you are not happy with the results, you can always make a formal complaint.

Formal complaints

If the complaint is a more serious one, or if you are not happy with the results of the informal approach, you may make a formal complaint.

Your formal complaint should be in writing and be addressed to the Director, in an envelope marked "Confidential". (If your complaint is about the Director, please address the envelope to the Chairperson.)

Instead of writing a letter, you may complete the tear-off part of this leaflet and send it to our office. A staff member will then contact you to get full details of your complaint.

Receipt of your formal complaint will be acknowledged in writing within 3 working days. We will investigate your complaint thoroughly and will write to you within 14 working days, with the results of our investigation, outlining what action has, or will be taken.

If the complaint is a complicated one, needing more than 14 days to investigate, we will write to you within 14 days to report on progress. We will then give you a date when you may expect a full reply.


(Please turn to back page)



If you wish to:-

 **make a formal complaint;**

or

 **appeal against the results of an investigation into a complaint**

Please complete the details on the other side of this tear-off slip and send it in an envelope to :-

**The Director
Forth Housing Association Ltd
2 Viewfield Place
Stirling
FK8 1NQ**

**Phone: 01786 446066
E mail: info@forthha.org.uk**

**Please mark your envelope:-
"Confidential"**

Tear Here