

section 3

Our responsibilities

3



Monument View, Raploch



Our responsibilities

Our responsibilities

Customer care

We believe that providing excellent customer service is the key to a successful Housing Association, which is committed to continuous improvement.

The standards of service you can expect:

- We will treat you fairly with courtesy, respect and politeness.
- We will consult with you and use your feedback to help improve services.
- We will deliver services focused on customers and providing the best quality for tenants.
- We will provide relevant, accurate and accessible information.
- We will treat all information you give us confidentially.
- We will act on your enquiry quickly and effectively, and will keep you informed of progress.
- We will offer you a home visit when you cannot make it into the office.
- We will deal with enquiries within our response times and provide a variety of communication methods to suit your needs.
- We will set targets in relation to customer care and will monitor progress against these targets.

Equality and diversity

We promote equality and want to ensure everyone receives respect and fair treatment. This means that you should not be discriminated against because of your sex, marital status, disability, religion, race, colour, sexual orientation, age or of other personal attributes, including beliefs or opinions.

We value diversity and believe that everyone should be treated with dignity and respect.

If things go wrong

Complaints and concerns

Step 1 - Try to sort things out informally

Try and resolve the problem informally. Talk or write to the appropriate officer who first dealt with the issue.

Let the officer know what you would like put right. Hopefully a solution will be reached. Your complaint will be recorded, along with the steps taken to put it right, even if you are happy with the outcome at this stage.

Step 2 - The formal complaints procedure

If we haven't resolved your complaint to your complete satisfaction at the first stage, you should make a formal complaint.

If the problem has not been sorted out you should write to the Director. Complaints about the Director should be sent to the Chair of the Association.

Your complaint should state the following information:

- Your details - name, address and the date of your complaint.
- Details of your complaint.
- What you consider needs to be done to put things right.

We would encourage you to do this in writing. However, you can also complain by telephone or in person. The member of staff who notes the complaint will check with you that they have taken a correct record.

We will:

- Record your complaint and confirm that we have received it within three working days.
- Fully investigate your complaint.
- Provide you with a detailed response within 14 working days.

Step 3 - Appeals procedure

Complain to the Association's Management Committee.

If you feel that we have not been able to satisfy your complaint, you can appeal to the Association's Management Committee by writing to the Chairperson.

They will:

- Acknowledge your appeal within 3 working days.
- Advise you when the appeal will be heard.

You will be given the chance to speak to the Committee to support your appeal if you wish. After the appeal the Chairperson or Director will write to you within 3 working days to tell you the decision. If you remain unhappy with the decision you will normally be able to contact the Public Services Ombudsman.

Step 4 - Scottish Public Services Ombudsman

If you are not satisfied with the response from the Management Committee you can refer the matter to the Scottish Public Services Ombudsman.

SPSO

Freepost EH641

Edinburgh

EH3 0BR

(see section 9.4 for telephone number)

or

SPSO

4 Melville Street

Edinburgh

EH3 7NS

E-mail: ask@spsso.org.uk