

section 3

Our responsibilities

3



Monument View, Raploch



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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 age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex or sexual orientation.

If things go wrong

Complaints and concerns

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint.'

How do I complain?

You can complain in person at our office, by phone, in writing, email or by using our complaints form.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot. When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

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.

Stage one – Frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will give you our decision at Stage 1 in 5 working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through Stage 2. You may choose to do this immediately or some time after you get our initial response. We can help you with making this request.

Stage two – Investigation

Stage 2 deals with 2 types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation. When using Stage 2 we will:

- Record your complaint and pass it to the relevant staff member.
- Fully investigate your complaint.

- Provide you with a response within 5 or 20 working days, depending on the nature of the complaint.

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?

If you are dissatisfied with the way in which your complaint has been handled by Forth, or with the outcome, you may wish to request that the matter is investigated by the Scottish Public Services Ombudsman (SPSO). They can be contacted at:

Freepost SPSO

or

SPSO

4 Melville Street

Edinburgh

EH3 7NS

Phone: 0800 377 7330

Online contact form: www.spsos.org.uk/contact-form

Reporting a significant performance failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures.' 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. Log on to the SHR's website www.scottishhousingregulator.gov.uk or contact the office for a copy of the SHR's Significant Performance Failure leaflet for more information.