

COMPLAINTS AND COMPLIMENTS POLICY

|  |  |
| --- | --- |
| Date of Policy | April 2024 |
| Date approved | May 2024 |
| Date for Review | April 2027 |
| Date reviewed by Committee | May 2024 |
| Date for review | May 2027 |

1. **Introduction**

Ruchazie Housing Association (RHA) strives for high standards and we are committed to listening to the views of our members, tenants, customers and other stakeholders. Feedback is essential in helping us evaluate and improve.

1. **Purpose**

The purpose of this policy is to ensure that:

• RHA knows what our customers and stakeholders value, what they think we do well and where they think we could do better.

• Customers and external stakeholders know how to provide feedback and how a complaint will be handled.

• Complaints are dealt with consistently, fairly and sensitively within clear and reasonable timeframes.

* Individuals have a simple and effective way to comment on RHA’s work and services
* Compliments and complaints are monitored and used to improve our services and how we work.

1. **Equal Opportunities & Human Rights Statement**

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity. We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

1. **Compliment**

A compliment is any expression of positive feedback by a customer or external stakeholder. Compliments are valuable, welcome and important. They let us know when the services we provide are good, influence development of our services and quality assurance and let our people know when they’ve done well. We welcome compliments online, in person, on the phone, by letter or email.

1. **Complaint**

A complaint is an expression of dissatisfaction about our action or lack of action, or about the standard of service provided by or on behalf of RHA. We have adopted the Scottish Public Services Ombudsman’s Complaints Handling Procedure and copies of this are available from our website. Complaints are taken seriously and will be responded to in a timely, fair and consistent manner in line with the Scottish Public Services Ombudsman (SPSO) guidance. They enable RHA to identify when the services we provide don’t meet the standards expected by our customers or stakeholders, help us do better and influence the development of our service delivery and quality assurance.

We welcome complaints online, in person, on the phone, by letter or email. This policy relates only to complaints received by RHA from external stakeholders. Staff complaints will be dealt with in accordance with RHA’s policy on Grievances.

1. **What Can I complain about**

You can complain about things like:

• delays in responding to your enquiries and requests

• failure to provide a service

• our standard of service

• dissatisfaction with our policy

• treatment by or attitude of a member of staff

• our failure to follow proper procedure

• lack of provision or the provision of misleading, unsuitable, incorrect advice or

information

• a repair which has not been carried out properly or in an agreed timeframe

• failure to properly apply law, procedure or guidance when delivering services

• failure to follow the appropriate administrative process. Your complaint may involve

more than one of our services or be about someone working on our behalf.

1. **Who can Complain?**

Anyone can make a complaint to us, including the representative of someone who is

dissatisfied with our service, for example a relative, friend, advocate or adviser.

If you are making a complaint on someone else’s behalf, you will normally need their

written consent.

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.

1. **How do I Complain?**

Online at RHA’s website <https://www.ruchazieha.co.uk/compliments-complaints/>

In person or by letter Ruchazie Housing Association

24 Avondale Street

Glasgow

G33 3QS

By phone 0141 774 4433

Via email [admin@ruchazieha.co.uk](mailto:admin@ruchazieha.co.uk)

1. **Anonymous compliments and complaints**

We will record and consider any compliments and complaints that are received anonymously. Our ability to take action may be limited if fuller information is needed to conduct a full and fair investigation, to make improvements or to ensure the right people receive positive feedback so we would encourage anyone wishing to give a compliment or make a complaint to let us know who they are.

1. **What Happens when I have complained?**

**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 five 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.

**Stage Two -Investigation**

Stage 2 deals with two types of complaint: those that have not been resolved at stage

1 and those that are complex and require detailed investigation. We will automatically

escalate the following complaints to Stage 2:

* if the complaint is complex
* serious failures
* risk to tenant safety
* high risk/high profile
* breaches equality & diversity policy

When using stage 2 we will:

* acknowledge receipt of your complaint within three working days
* discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
* give you a full response to the complaint as soon as possible and 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.

1. **What if I’m still Dissatisfied?**

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO **cannot** normally look at:

* a complaint that has not completed our complaints procedure (**so please make sure it** **has done so before contacting the SPSO**)
* events that happened, or that you became aware of, more than a year ago
* a matter that has been or is being considered in court.

You can contact the SPSO:

In Person: By Post

SPSO Bridgeside House SPSO

99 McDonald Road Freepost EH641

EDINBURGH EDINBURGH

EH7 4NS EH3 0BR

(If you visit in person you must make an appointment first)

Freephone: 0800 377 7330 Online contact [www.spso.org.uk/contact-us](http://www.spso.org.uk/contact-us)

Website: [www.spso.org.uk](http://www.spso.org.uk)

Mobile site: <http://m.spso.org.uk>

The SPSO is an independent organisation that investigates complaints. They are not an advocacy or support service. The SPSO will ask you to complete a complaint form and provide a copy of our final response to your complaint.

1. **Monitoring**

Compliments and complaints are important tools; feedback allows RHA to improve the services we provide. They offer useful information about how individuals see us and the work we do. Any information obtained will be considered regularly by senior staff and our Management Committee. Wherever possible, the information will be used to improve and further develop our services. Compliments or Complaints can be made as follows;

1. **Review**

This policy will normally be reviewed no later than 3 years from the date of approval by the Management Committee. In the event that this policy statement is not reviewed within the above timescale, the latest approved policy statement will continue to apply.

RUCHAZIE HOUSING ASSOCIATION EQUALITY IMPACT ASSESSMENT

|  |  |
| --- | --- |
| Name of Policy /proposal | Complaints and Compliments Policy |
| Assessor | Stacy Shaw |
| Is the policy new or revised | Revised |

|  |  |
| --- | --- |
| 1. Name and describe the aims /objectives and purpose of the policy | * RHA knows what our customers and stakeholders value, what they think we could do well and where they think we could be better. * Customers and external stakeholders know how to provide feedback and how a complaint will be handled. * Complaints are dealt with consistently, fairly and sensitively within clear and reasonable timeframes. * Individuals have a simple and effective way to comment on RHA’s work and services. * Compliments and complaints are monitored and used to improve our services and how we work. |
|  |  |
| 1. Who is intended to benefit from the policy? | Customers, stakeholders and staff of Ruchazie HA |
|  |  |
| 1. What outcomes are expected from this policy? | * we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc; * we learn from complaints, use them to improve our service, and review our complaints policy and procedures. |
|  |  |
| 1. Which protected characteristics could be affected by the proposal?   Age Pregnancy/Maternity  Gender Religion or belief  Marriage and Civil partnership Gender re-assignment  Disability Sexual orientation  Race | Please say here |
| 1. If the policy/proposal is not relevant to any of the protected characteristics listed at 4, please state why and end the process here | The policy is not relevant to any of the protected characteristics listed at 4 as the policy covers all protected characteristics. |
|  |  |
| 1. Describe the likely impact(s) this policy could have on the groups identified in part 4 |  |
|  |  |
| 1. What actions are required to address the impacts arising from this assessment ? (e.g. collecting additional data, putting monitoring in place, specific actions to mitigate negative impact) |  |

|  |  |
| --- | --- |
| Signed ( responsible for review) | Job Title Senior Housing & Corporate Services Officer |
|  |  |
| Reviewed by Stacy Shaw |  |
|  |  |
| Date of review 25/04/24 |  |
|  |  |
| THIS ASSESSMENT TO BE ATTACHED TO REPORT /POLICY WHEN REVIEWED BY MANAGEMENT COMMITTEE | |