

CS009 - Complaints Policy

MONITORING FORM	
Department	Corporate Services
Department Director	Human Resources Director
This policy is applicable to	All
Author / Owner	Human Resources Director
Original Version approved by & date	Executive Team – June 2018
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Date of minor modification	n/a
Period of Review	1 years
Date of next review	October 2020
Internal /external consultees (if required).	Tenants

1. INTRODUCTION

- 1.1 We recognise that there may be times when you are dissatisfied with our service. It is important for you to tell us so we can put it right.
- 1.2 This Policy details the principles for effective complaint handling within Weslo Housing Management.
- 1.3 In accordance with the Housing (Scotland) Act 2001, information about our complaints is included within our Tenant's handbook.
- 1.4 Weslo Housing Management is committed to providing high-quality customer service. We value complaints and use the information from them to help us improve our services.
- 1.5 Our policy reflects our Ethos of Service Excellence and is focussed on a quicker, simpler and streamlined complaint handling process with early resolution by empowered staff.

2. SCOPE

- 2.1 For the purposes of this policy it is deemed to include the following: Weslo Housing Management and its subsidiary, Weslo Property Management, tenants, owners who we provide services to, customers, partners and any other relevant stakeholders including staff (permanent, temporary or contracted) who may have cause to complain about any relevant aspect of the services we provide.

3. WHAT IS A COMPLAINT?

- 3.1 Weslo's definition of a complaint is: 'An expression of dissatisfaction by one or more members of the public about Weslo's action or lack of action, or about the standard of service provided by or on behalf of Weslo'
- 3.2 A complaint may relate to:
 - a. failure to provide a service
 - b. inadequate standard of service
 - c. dissatisfaction with Weslo policy
 - d. disagreement with a decision where the customer cannot use another procedure (for example an appeal) to resolve the matter
 - e. treatment by or attitude of a member of staff
 - f. Weslo's failure to follow the appropriate administrative process
 - g. delays in responding to enquiries and requests.

This list does not cover everything. For example, complaints may also be about:

- h. unfairness, bias or prejudice in service delivery
- i. failure to follow procedures

- j. lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- k. a repair that has not been carried out properly
- l. unacceptable behaviour by a member of staff, a committee member or a contractor.

4. POLICY OUTCOMES

- 4.1 As per the Scottish Public Services Ombudsman's guidelines we have a two stage complaints process. Our aim will always be to try to resolve complaints quickly.
- 4.2 We have clear standards for how we handle complaints and we:
 - a. Aim to resolve the majority of complaints within 5 working days
 - b. Have a clear escalation process for complaints not resolved within this timescale
 - c. Will acknowledge all complaints and the complainant will be kept up-to-date with progress and given details of who is dealing with the complaint
 - d. Use the complaint as an opportunity to improve our service standards
 - e. We will provide the contact details of the SPSO of First Tier Tribunal for Scotland for owners, if the complainant remains dissatisfied
 - f. If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

5. HOW TO MAKE A COMPLAINT

- 5.1 Information on how to complain is set out in our **How to Make a Complaint Leaflet**. A copy of which is appended to this document for ease of reference.

6. SCHEME OF DELEGATION

- 6.1 The **Board is responsible** for approving this policy.
- 6.2 The **Executive Team** is responsible for monitoring complaints, ensuring compliance with the procedure and implementing lessons learned.
- 6.2 The **Human Resources Director** is responsible for ensuring the effective implementation of this policy.
- 6.3 The **Responsible Person** for formulating this policy, reviewing and monitoring its implementation and managing performance against this policy is the **Corporate Services Team Leader**.

7. EQUALITY & DIVERSITY

- 7.1 This Policy will always be carried out in accordance with Weslo's Equality & Diversity Policy which aims to promote diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

8. PUBLICISING AND AVAILABILITY

- 8.1 This policy is available on the Weslo website, to Board and staff members and any other key stakeholders. Copies are available free of charge. A summary of this policy can be made available in other formats and languages.

9. MONITORING & REPORTING

- 9.1 This policy will be reviewed regularly to ensure compliance with applicable legislative changes, changes within the organisation and best practice.

10. OTHER RELEVANT POLICIES AND PROCEDURES

- 10.1 The 'How to Make a Complaint Leaflet' available on our website or on request