



## **COMPLAINTS PROCEDURE**



**4 South Oswald Road, Edinburgh, EH9 2HG**  
**Tel: 0131 668 4247**  
**Fax: 0131 662 0700**

## **What to do if you have a complaint about Viewpoint Housing Association**

Viewpoint Housing Association aims to provide a high quality responsive and consistent service. We recognise, however, that there will be occasions when we get things wrong or customers are unhappy about some aspect of our service.

It is therefore important that we have a procedure for dealing with complaints.

The purpose of this leaflet is to let you know what steps you can take to let us know about a problem and to help put things right.

You can complain about any aspect of our service about which you are unhappy. This could be about:

- Service or accommodation provided by Viewpoint, or lack of it;
- The way in which a service is delivered;
- The attitude or approach of staff.
- Care issues

Complaints about neighbours are dealt with through our Antisocial Behaviour Policy. Tenants who want to make a complaint about a neighbour, just contact your **Housing Officer** on **0131 668 4247**. Or if you want to request a repair, please call our **Repairs Desk** on **0131 662 0688**. However, if you have already gone through these channels and are still not happy, you may have reason to complain.

### **Sorting things out informally**

#### **Informal Stage**

It is often easier to resolve a complaint informally and directly with the member of staff dealing with that service on a day-to-day basis. This could be your Housing Officer, Co-ordinator, Maintenance Officer or a Care Home Manager or Team Leader.

Where it is not possible to resolve the matter immediately staff will record the complaint, the solution the complainant is seeking and the action to be taken. The complainant will then be advised in writing of the action to be taken or the outcome within 15 days.

#### **Formal Complaint Stage 1**

At this stage your complaint will be dealt with by a manager who is responsible for investigating your complaint. Your complaint will be acknowledged within 5 working days and you will receive a response to the complaint within 15 working days.

#### **Formal Complaint Stage 2**

If you are unhappy with the response to your complaint, you have the right to appeal to the Departmental Director who will review the action taken to date and any decision that has been reached. Your appeal will be acknowledged within 5 working days and you will receive a response within 15 working days.

#### **Formal Complaint Stage 3**

If, having gone through Stages 1 and 2 of our complaints procedure, you are still unhappy with the outcome, you have the right to have your complaint heard by members of Viewpoint's Board. Your appeal will be acknowledged within 5 working days and you will receive our final response within 20 working days.

## **Other Agencies**

### **Scottish Public Services Ombudsman**

If, having gone through Viewpoint's complaints process, you are still not happy, you have the right to make your complaint to the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS (phone: **0800 377 7330**). Generally, if you want to do this, you must contact the Ombudsman within one year.

### **Care Commission**

If the service is registered with the Care Commission, you can make a complaint on line at <http://www.carecommission.com> or telephone **0845 603 0890** at any point in the complaint process.

### **Local Authorities**

In some circumstances you may wish to complain to your Local Authority:

City of Edinburgh Council – **0131 200 2000**

East Lothian Council – **01620 827 827**

Fife Council – **0845 155 0000**

Midlothian Council – **0131 270 7500**

### **Getting Independent Advice**

If you want to make a formal complaint, you may want to get some independent advice first. You can get advice from the following agencies:

- Welfare Rights Service
- Citizens Advice Bureau
- The Law Centre
- Your solicitor
- Shelter Housing Aid Centre
- Age Concern Scotland

An independent advocacy agency may also be able to help you make your complaint. You can get more information about advocacy services from:

The Scottish Independent Advocacy Alliance,  
138 Slateford Road,  
Edinburgh, EH14 1LR  
Telephone: 0131 455 8183  
<http://www.siaa.org.uk>

or contact:

Edinburgh Advocacy and Representation Service [EARS]  
Email: [info@ears-advocacy.org.uk](mailto:info@ears-advocacy.org.uk)  
Tel: 0131 4786030

### **What happens to complaints?**

Viewpoint's Corporate Services department will monitor complaints internally to make use of the feedback these provide. Complaints will be recorded and monitored to identify issues and any trends. Complaints will be treated as useful feedback, and acted on in a positive manner and help us shape future improvements in our services.

### **Let us help**

If you want to discuss your complaint further, please contact Head Office.

Please contact Head Office if you wish this leaflet in large print or on CD or translated into a community language.