



CAIRN
HOUSING ASSOCIATION

Your Feedback

*How to make a suggestion,
compliment or complaint.*



Why feedback?

We want to know what you, our tenants and service users, think of the job we're doing, and the aim of this leaflet is to let you know how to do that.

Feedback gives us the chance to monitor the quality of service we provide so that we can continually make improvements.

Anyone who receives or requests a service from Cairn HA can use this leaflet and the Feedback Form on page 7. This includes tenants, people applying for housing, owners or sharing owners and people living in neighbouring property, although this procedure is not for reporting antisocial behaviour.

The procedure is also open to people who may be acting on your behalf, such as a councillor, MP, MSP or MEP, advice agency or solicitor (but as you will see later, we do encourage you to try to sort things out with us first).

If you belong to a Tenants' Group and would prefer to ask them to help you contact us we will be happy for them to do so on your behalf.

We welcome feedback!

Suggestions

Suggestions can be any ideas you may have for improving the service we provide to you. You might have ideas for new initiatives or extra services we don't currently offer. You may also have thought of a new way to improve what we currently provide.

We will look at all suggestions and make a decision based on resources and practicalities.

If you have a suggestion for us you can print off the Feedback Form on page 7 of this leaflet and either post it to us or drop it into the suggestion box at your local office or reception. You can also email us via the website at www.cairnha.com

All our contact details are on page 6.

Compliments

If we did a good job we would like you to tell us so that we can learn from that. It may be that we did something in your area particularly well, or resolved a problem quickly. If you tell us we may be able to expand the service to other areas so that other customers can benefit in the same way you did.

Did we do something well? If we did, please let us know by printing off the Feedback Form on page 7 of this leaflet and posting it to us or dropping it into the suggestion box at your local office or reception.

You can also email us via the website at www.cairnha.com

All our contact details are on page 6.

Complaints

Cairn HA aims to provide a first class service but there may be occasions when you are not happy about something. If this is the case it is important for you to tell us. Like compliments, complaints are an important way for us to know how we are performing.

We want our staff and customers to talk to each other. If you have any problems or concerns you should contact your local office. Our staff will

be happy to talk about them with you. Let us know what the problem is and how you would like it resolved. We will put you through to the person best able to deal with the problem and will respond quickly and efficiently.

You can complain about:

- *Failure to deliver a service*
- *Delay in providing a service*
- *Poor quality service*
- *Unfairness, prejudice or discrimination*
- *Breach of Cairn HA policy or procedures.*

Please bear in mind that issues of antisocial behaviour or complaints about neighbours are dealt with differently. If you are experiencing antisocial behaviour please contact your local office to discuss the matter.

What then?

If, after talking to our staff about your concerns, you want to take the matter further or your complaint is about a more serious issue you can make a **formal complaint** by:

- filling in the Feedback Form on page 7 of this leaflet. Send it to, or hand it in at, your local office or...
- telephoning your local office to tell us about your complaint (office telephone numbers are on page 6) or...
- emailing us via the website at www.cairnha.com
- visiting your local office.

No matter how you contact us, we will acknowledge your complaint within **3 working days** by writing to you to let you know we have received it, give your complaint a unique reference number, and tell you who will be investigating it. We may also contact you after this time to get more details about your complaint so that we can investigate it more fully.

No matter what your complaint is about, we will send you a written response within **10 working days**, whether the issue is resolved or not.

If we haven't been able to resolve the problem we will tell you about the delay and to let you know when to expect a full response.

Always remember that you don't have to write to us or send us the Form to complain. If you telephone or visit your local office we will deal with your complaint in exactly the same way.

If you're still not satisfied...

If you feel that we have not resolved your complaint to your satisfaction, you can appeal to the Head of Service at your local office who will acknowledge the appeal within **3 working days**, look into your complaint and respond within **10 working days**.

If you are still not satisfied, you can make a Final Appeal to the relevant Executive Director or the Chief Executive at our Head Office. An acknowledgement will be sent within **3 working days**. The Executive Director will investigate the complaint, and you will be advised of their decision within **10 working days** of receipt of the Final Appeal.

If you remain unsatisfied with Cairn HA's response to your complaint, you may appeal to the Scottish Public Services Ombudsman or, if the complaint relates to our Care Services, to the Care Commission. They can be contacted at:

Scottish Public Services Ombudsman
4 Melville Street, Edinburgh, EH3 7NS
Tel: 0800 377 7330
Fax: 0800 377 7331
Email: ask@spsso.org.uk
Web@ www.spsso.org.uk

The Care Commission
Compass House,
11 Riverside Drive,
Dundee, DD1 4NY
Tel: 01382 207 100
Complaints: 0845 603 0890

“ Please bear in mind that the Scottish Public Services Ombudsman will expect you to have completed Cairn HA's feedback procedure before you contact them. Care and Support Services users can complain directly to the Care Commission without reference to our procedures.”

Local Offices

Edinburgh

43-45 London Street
Edinburgh
EH3 6LX
T: 0131 556 4511
F: 0131 557 8666

Glasgow

15 North Claremont St.
Glasgow
G3 7NR
T: 0141 353 1944
F: 0141 353 1507

Inverness

Cairn House
30 Waterloo Place
Inverness
IV1 1NB
T: 01463 220 666
F: 01463 229 470

Thurso

12-14 Dunnet Road
Thurso
Caithness
KW14 8HY
T: 01847 894 483
F: 01847 894 388

Coatbridge

64a Leven Road
Coatbridge
North Lanarkshire
ML5 2LT
T: 01236 435 210
F: 01236 441 850

Head Office

22 York Place
Edinburgh
EH1 3EP
T: 0131 556 4415
F: 0131 558 3290

Email: enquiries@cairnha.com

Web: www.cairnha.com

Information on Customer Feedback can also be made available, on request, in other formats such as Braille or large print.

Cairn HA is a registered
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Designed by Rob Dewar
Cairn HA Service Development
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Customer Feedback Booklet

