

cairn



Making a complaint

A QUICK GUIDE TO OUR COMPLAINTS PROCEDURE

How to make a complaint

You can make a complaint in person, by email, by phone, in writing or online.
We have a two-stage complaints procedure.

Stage one: frontline resolution

We will always try to deal with your complaint quickly, within five working days if we can. If you are not satisfied with our response you can ask us to look into your complaint further at stage two.

Stage two: investigation

We will look at your complaint at this stage if you are not satisfied with our response at stage one. We will also look at some complaints immediately at this stage, if it is clear that they are complicated or need detailed investigation.
We will acknowledge your complaint within three working days. We will give you a full response within 20 working days, unless there is a good reason for needing more time.

The Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you are still not satisfied with our response or the way we handled your complaint, you can ask the SPSO to consider it. We will tell you how to do this.

SEND US YOUR COMPLAINT

Fill in this form to send us your complaint. You can hand it in to your nearest office or send it to us at one of the addresses on the opposite page.

What is your complaint?

What action or outcome would you like to see as a result of your complaint?

Your full name:

Address:

Phone:

Email address:

Continue with details of your complaint here if you need more space.

Return your filled-in form to one of the following addresses.

North

Cairn House
30 Waterloo Place
Inverness
IV1 1NB

South

Murdostoun House
5 Linnet Way
Strathclyde Business Park
Bellshill ML4 3RA

Head Office

Citypoint
65 Haymarket Terrace
Edinburgh EH12 5HD



OUR COMPLAINTS PROCEDURE

We are committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services.

If something goes wrong or you are not happy with the service we provide, please let us know. This leaflet tells you how to make a complaint. It also tells you about our service standards and what you can expect from us when you make a complaint.

WHAT IS A COMPLAINT?

A complaint is any report of a problem with the service you are getting or trying to get from us, or a problem with things that we do or don't do.

WHAT CAN I COMPLAIN ABOUT?

You can complain about things like:

- our delay in responding to your enquiries and requests;
- our failure to provide a service;
- your dissatisfaction with our policy;
- the way a member of staff has treated you or their attitude; and
- our failure to follow proper procedure.

Your complaint may involve more than one of our services or be about someone working on our behalf.

WHAT CAN'T I COMPLAIN ABOUT?

There are some things we can't deal with through our complaints procedure. These include the following.

- A routine first-time request for a service (for example, reporting a repair or a case of antisocial behaviour for the first time).
- Requests for compensation.
- Complaints about our policies and procedures that have a separate right of appeal. For example, if you are not satisfied with the level of priority you have been given when applying for housing, you may have the right to appeal against the decision.
- Issues that are being dealt with in court or have already been heard by a court or a tribunal.
- An attempt to reopen a closed complaint or to have a complaint reconsidered if we

have already given you our final decision following stage 2 of our complaints procedure. If you are still not satisfied, you can ask the Scottish Public Services Ombudsman for an independent review of your complaint.

If other procedures or rights of appeal can help deal with your concerns, we will help you by giving you relevant information and advice.

WHO CAN COMPLAIN?

Anyone can make a complaint to us, including the representative of someone who is not satisfied with our service.

HOW DO I COMPLAIN?

You can make a complaint in person, in writing, by email, by phone, through our website or by filling in and sending us the form in this leaflet.

It is easier for us to deal with complaints if you make them quickly and straight to the service concerned, so please speak to a member of staff about the service you are complaining about so they can try and deal with any problems on the spot.

When complaining, tell us:

- your full name, address and preferred contact details;
- as much as you can about the complaint;
- what has gone wrong; and
- how you want us to deal with the matter.

HOW LONG DO I HAVE TO MAKE A COMPLAINT?

Normally, you must make your complaint within six months of:

- the event you want to complain about; or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

WHAT HAPPENS WHEN I HAVE COMPLAINED?

We will always tell you who is dealing with your complaint. Our complaint procedure has two stages.

Stage one - frontline resolution

We aim to deal with 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 put the problem right.

We will give you our decision within five working days, unless there are exceptional circumstances.

If we can't deal with your complaint at this stage, we will explain why. If you are still not satisfied you can ask us to investigate your complaint further through stage two. You must do this within six months of receiving our response to stage one.

Stage two - investigation

Stage two deals with two types of complaints - those that have not been settled at stage one and those that are complicated and need detailed investigation.

When using stage two we will:

- acknowledge your complaint within three working days;
- discuss your complaint with you to understand why you are still not satisfied and what outcome you are looking for; and
- 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 our progress.

WHAT IF I'M STILL NOT SATISFIED?

If you are still not satisfied 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 been through our complaint procedure (you must make sure that you have complained to us first before you go to the SPSO);
- events that happened, or that you became aware of, more than a year ago; or
- a matter that has been or is being considered in court.

You can contact the SPSO:

In person
SPSO
4 Melville Street
Edinburgh
EH3 7NS

By post
Freepost SPSO

Phone: 0800 377 7330

Website: www.spsso.org.uk

COMPLAINTS ABOUT OUR HOMEOWNERS SERVICE

We provide services to homeowners. The SPSO does not look at complaints about this service. The First-tier Tribunal for Scotland Housing and Property Chamber will try

to settle complaints and disputes from homeowners. If you are still not satisfied after making a complaint to us about our homeowners service, you should contact First-tier Tribunal.

First-tier Tribunal for Scotland Housing & Property Chamber

4th Flr, 1 Atlantic Quay
45 Robertson Street
Glasgow G2 8JB

Phone: 0141 302 5900
Email: hpcadmin@scotcourtsribunals.gov.uk

COMPLAINTS ABOUT CARE SERVICES

If your complaint is about a care service we provide, you can choose whether to complain to us or the Care Inspectorate. You can contact them as follows.

- Visit their website at www.scswis.com
- Phone 0845 600 9527
- Email enquiries@careinspectorate.com

COMPLAINTS ABOUT CONTRACTORS

In the north of Scotland, complaints about repairs will be dealt with by our HomeWorks team.

In the south of Scotland, if the repair has been carried out by our maintenance contractor, Rodgers & Johnston, they will deal with your complaint. However, if the complaint needs more detailed investigation, we will deal with this under stage two of our complaints procedure. If a repair is carried out by another contractor in the south, we will deal with any complaints and you should contact your nearest local office.

REPORTING A SIGNIFICANT PERFORMANCE FAILURE

The Scottish Housing Regulator (SHR) can consider issues raised about 'significant performance failures'. A significant performance failure is when a landlord fails to do something they

should have, or takes action that puts tenants' interests at risk. It will normally relate to the landlord's failure to meet their legal requirements or responsibilities to a tenant, and it will affect many or all of the landlord's tenants. An example of this would be if a landlord fails to carry out health and safety requirements, such as the yearly gas-safety checks. A complaint between an individual tenant and a landlord is not a significant performance failure.

If you think we have committed a serious performance failure, you should report it to us first to give us a chance to fix the problem through our complaints procedure. If we do not deal with the failure or if we agree to do something but nothing happens, you can report us to the SHR.

Contact them by

- Visiting www.scottishhousingregulator.gov.uk
- Phoning 0141 271 3810

GETTING HELP TO MAKE YOUR COMPLAINT

We understand that you may not be able, or may not want, to make a complaint yourself. You can ask someone else to make a complaint for you if you prefer. We can take complaints from a friend, relative or an advocate (representative) as long

as you have given them permission to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance or Citizens Advice.

Scottish Independent Advocacy Alliance

Phone: 0131 260 5380

Website: www.siaa.org.uk

Citizens Advice Scotland

Phone: 0808 800 9060

Website: www.cas.org.uk

We are committed to making our services easy for all of our customers to use. We will always make sure that help is given to anyone who needs it to access our services. If you are having trouble making your complaint, please let us know.

We can provide this leaflet in other languages and formats, such as in large print, on CD and in Braille.

For more information on our complaints procedure, please speak to a member of staff using the details below.

0800 990 3405

www.cairnha.com

enquiries@cairnha.com

This Making a complaint leaflet is available on CD, in braille, in large print and in community languages from **Cairn, Citypoint, 65 Haymarket Terrace, Edinburgh, EH12 5HD**. Email **enquiries@cairnha.com** or call **0800 990 3405**.

本文件提供 CD、布莱叶盲文、大字体印刷和社区语言版本，可从以下地址 Cairn, Citypoint, 65 Haymarket Terrace, Edinburgh EH12 5HD、通过电子邮件 enquiries@cairnha.com 或致电 0800 990 3405 获取。

Cairn, Citypoint, 65 Haymarket Terrace, Edinburgh EH125HD. برید الکترونی enquiries@cairnha.com أو اتصل بالرقم 0800 990 3405

یہ دستاویز سی ڈی، بریل، بڑے حروف کی چھپائی اور کمیونٹی کی دیگر زبانوں میں Cairn سے اس پتے پر دستیاب ہے: Citypoint, 65 Haymarket Terrace, Edinburgh EH12 5HD ای میل enquiries@cairnha.com یا اس نمبر پر فون کریں: 0800 990 3405

Niniejszy dokument dostępny jest na płycie CD, w formie dużym drukiem, oraz w językach ojczystych członków lokalnej społeczności. Aby uzyskać ten dokument należy odwiedzić Cairn pod adresem: Citypoint, 65 Haymarket Terrace, Edinburgh EH12 5HD, wysłać e-mail na adres: enquiries@cairnha.com lub zadzwonić pod numer 0800 990 3405.



A registered Scottish Charity No SCO16647. The Scottish Housing Regulator Registration No 218. Property Factor Reg No PF000292