

QUICK GUIDE TO OUR COMPLAINTS HANDLING PROCEDURE

Stage 1: Frontline Resolution

We will always try to resolve your complaint quickly, within five working days if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



Stage 2 – Investigation

We will look at your complaint at this stage if you are dissatisfied with the response received at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days.

We will give you our decision as soon as possible. This will be within 20 working days, unless there is clearly a good reason for needing more time, and we will keep you updated



The Scottish Public Services Ombudsman (SPSO)

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.

FREEPHONE 0800 011 3447

LO-CALL 0345 606 3447

CARE COMPLAINTS

If your complaint relates to a care service we provide you can choose whether to complain to us or the Care Inspectorate.

You can find out more about

REPORTING A SIGNIFICANT PERFORMANCE FAILURE TO THE SCOTTISH HOUSING REGULATOR

The Scottish Housing Regulator (SHR) has a duty to consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord's tenants. A significant performance failure happens when:

FOR FURTHER INFORMATION, PLEASE CONTACT:

If you have any questions or you would like any assistance in submitting your complaint please contact:

DGHP Customer Service Centre
0800 011 3447 (freephone)
0345 606 3447 (network rate)
email us: customerservice@dghp.org.uk
or visit our website: www.dghp.org.uk

their complaints procedure, or make a complaint by contacting the Care Inspectorate.

Telephone: 0345 600 9527
Fax: 01382 207 289
Email: enquiries@careinspectorate.com

· A landlord is not delivering the outcomes and standard in the Scottish Social Housing Charter over a period of time; or

· A landlord is not achieving the regulatory standard on governance or financial management.

A complaint between an individual tenant (or a group of tenants) and a landlord is not a significant performance failure.

The SHR also has more information on their website www.scottishhousingregulator.gov.uk or you can phone them on 0141 2713810

Citizens Advice Bureau
Tel: 0300 303 4321

The People's Advocacy Service
11 Buccleuch Street, Dumfries, DG1 2ET
Tel: 01387 247237

ALTERNATIVE FORMATS

This publication is also available on tape, in Braille, large print and community languages.

For information contact DGHP's Customer Service Centre on:

0345 606 3447

FREEPHONE 0800 011 3447

EMAIL customerservice@dghp.org.uk

FOR FURTHER INFORMATION, PLEASE CONTACT:

DGHP Customer Service Centre

Grierson House, The Crichton,
Bankend Road, Dumfries DG1 4ZS
0800 011 3447 (freephone) or 0345 606 3447
email us: customerservice@dghp.org.uk
or visit our website: www.dghp.org.uk

*This material is environmentally friendly from FSC sources
A registered Scottish Charity - SC039896*

This publication is available on tape, in Braille, large print and community languages. For more information contact DGHP's Customer Service Centre on Freephone 0800 011 3447, email customerservice@dghp.org.uk or visit the website at www.dghp.org.uk

CANTONESE

本印刷品有錄音帶、凸字、大字印刷與社區其他語文版本可供索取，如欲獲取更多資訊，請通過以下方式聯絡 DGHP 客戶服務中心：致電 0800 011 3447 或發送電子郵件 customerservice@dghp.org.uk

POLISH

Niniejsza publikacja jest dostępna w formie nagrania magnetofonowego, w alfabecie Braille'a, w formacie dużym drukiem oraz w różnych wersjach językowych. Aby uzyskać dalsze informacje, prosimy o kontakt z centrum obsługi klienta DGHP pod numerem telefonu 0800 011 3447 lub adresem e-mail: customerservice@dghp.org.uk

ARABIC

توفر هذه النشرة على شريط بطريقة بريد، لغات التواصل والطباعة الكبيرة للحصول على المزيد من المعلومات، اتصل بمركز خدمة عملاء DGHP على الرقم 0800 011 3447 أو بالبريد الإلكتروني: customerservice@dghp.org.uk

BENGALI

এই প্রকাশনাটি টেপে, ব্রেইলে, বড় ছাপার অক্ষরে এবং কমিউনিটির ভাষায় পাওয়া যায়। আরো তথ্যের জন্য DGHP-এর গ্রাহক সেবা কেন্দ্রে যোগাযোগ করুন 0800 011 3447 নম্বরে বা ইমেল করুন এই ঠিকানায়: customerservice@dghp.org.uk

URDU

بد اشاعت ٲب ٲرل، ٲرل اور ٲرنٲ كى كومٲوٲى كى زبٲون ميں دستياب ييے۔ مزيد معلومات كے ليے DGHP كے كسٲر سروس سنٲر سے 0800 011 3447 پر رابطہ كريں يا customerservice@dghp.org.uk پر اي ميل كريں۔



Dumfries & Galloway
Housing Partnership
Working with our Tenants

Version 5 May 2018



www.dghp.org.uk



FREEPHONE 0800 011 3447

LO-CALL 0345 606 3447

MAKING A COMPLAINT

OPERATING A QUICK, EFFICIENT AND SENSITIVE COMPLAINTS POLICY WHICH WILL INVESTIGATE COMPLAINTS FULLY

MAKING A COMPLAINT

AIM

DGHP aims to provide an excellent service to our customers, however, we are aware that sometimes things can go wrong. We value complaints and look at them as a way of helping us to improve our services. We need to know where we are going wrong in order to put things right.

This leaflet describes our complaints handling procedure and how you can make a complaint. It also tells you what you can expect from us.

WHO CAN MAKE A COMPLAINT?

Anyone who receives a service, requests a service or is affected by a service provided by, or on behalf of, DGHP can make a complaint. We will accept complaints brought by third parties as long as the customer has given their consent.

WHAT IS A COMPLAINT?

We define a complaint as an expression of dissatisfaction by one or more members of the public about our action or lack of action, or about the standard of service provided by or on our behalf.

COMPLIMENTS

As well as recording expressions of dissatisfaction DGHP also record compliments when they are received to ensure positive feedback is shared with staff and customers. If you would like to register a compliment you can do so by contacting the Customer Service Centre 0800 011 3447 or email customerservice@dghp.org.uk

HOW DO I COMPLAIN?

You can complain -

- in person at any of our open offices
- by phone to Freephone 0800 0113447
- in writing to – Dumfries and Galloway Housing Partnership, FREEPOST NAT3109, Dumfries, DG1 4BR – marking it "Complaint"
- via email at customerservice@dghp.org.uk
- by using the form in this leaflet or
- by completing our online form at www.dghp.org.uk

WHAT CAN I COMPLAIN ABOUT?

You can complain about:

- Failure to provide a service
- The standard of service we have provided

- If we have not followed our policy
- The attitude of a member of staff or contractor
- Delays in responding to enquiries and requests
- Our failure to follow proper administrative process

A COMPLAINT IS NOT -

- A routine first time request for a service
- A request for compensation only
- An appeal against a decision where there is a route of appeal.
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.
- An appeal or claim in relation to DGHP or its Contractor's insurance.
- Issues that are in court or have been heard by a court or a tribunal.

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, no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit.

If you feel that the time limit should not apply to your complaint please tell us why.

COMPLAINTS HANDLING PROCEDURE

Our complaints handling procedure has two stages:

Stage 1 - Frontline resolution

For issues that are straightforward and easily resolved, requiring little or no investigation, an on-the-spot apology or explanation will be given. We aim to provide you with a response within 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 not satisfied you can ask for your complaint to be investigated further through stage 2.

We will be able to provide further advice and assistance if you decide to progress to the next stage.

Stage 2: Investigation

This deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require a detailed investigation in the first instance. These are carried out by DGHP's Complaints and Policy Manager.

When using stage 2 we will:

- Acknowledge receipt of your complaint within three working days
- Discuss your complaint with you and 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.

WHAT IF I AM STILL NOT SATISFIED?

If, after the investigation, 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 completed our complaints procedure
- Events that happened, or that you became aware of more than a year ago
- A matter that has been considered in the court.

You can contact the SPSO by post:

Freepost SPSO

By phone: Freephone 0800 377 7330
Or online www.spso.org.uk/contact-us

FACTORING SERVICE

If your complaint is about a factoring service, and you are still dissatisfied after our investigation stage you can approach: First - Tier Tribunal for Scotland, Scottish Courts & Tribunal Service, 4th Floor, 1 Atlantic Quay, 45 Robertson Street, Glasgow, G2 8LB

LO-CALL 0345 606 3447

FREEPHONE 0800 011 3447



SEND US YOUR COMPLAINT

What is your complaint?

* if you wish to include more information please do this on a separate sheet and send in with this form

What would you like in resolution?

Upon completion of this form please return to your local office or post to:

Dumfries and Galloway Housing Partnership, FREEPOST NAT3109, Dumfries, DG1 4BR - marking it "Complaint"

Full Name

Address

Postcode

Phone

Email