

CUSTOMER COMPLAINTS PROCEDURE

Complaints Procedure

Introduction	2
What is a complaint?	2
What can I complain about?	3
What can't I complain about?.....	3
Who can complain?.....	4
How do I complain?	4
How long do I have to make a complaint?.....	5
What happens when I have complained?.....	6
Contact Details Stage 1	8
Contact Details Stage 2	8
What if I'm still dissatisfied?	9
If you are a homeowner or receiving a factoring service	10
If you are receiving supported services, for example hostel etc.	11
Reporting a Significant Performance Failure to the Scottish Housing Regulator	12
Getting help to make your complaint	13
Quick guide to our complaints procedure	15

Complaints Procedure

Introduction

.....

Dunedin Canmore is 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 dissatisfied with our services, please tell us.

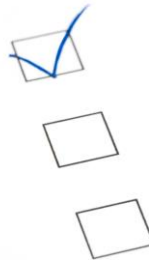
This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).

What is a complaint?

.....

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.



Complaints Procedure

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- 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:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour
- requests for compensation
- our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a

Complaints Procedure

house, you may have the right to appeal against the decision

- issues that are in court or have already been heard by a court or a tribunal
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our **final** decision following a stage 2 investigation. If you are still not satisfied, and you are a tenant or a sharing owner of DCH you can ask the Scottish Public Services Ombudsman for an independent review of the complaint.

If other procedures or rights of appeal can help you resolve your concerns we will

give information and advice to help you.

Who can complain?

.....

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

.....

You can complain in person at our New Mart Road office, by phone, in writing, email or by using our complaints form.

It is easier for us to resolve complaints if you make them

Complaints Procedure

quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you would like us to resolve the matter.

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.

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.

How long do I have to make a complaint?

.....

Complaints Procedure

What happens when I have complained?

.....

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

Stage one – frontline resolution

We aim to resolve 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 resolve the problem.

We will give you our decision at stage 1 in 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 dissatisfied with how we handled your complaint, or the outcome, then you can escalate your complaint to stage 2 of our complaints procedure. Your complaint will then be investigated by The Wheatley Group Complaints Team. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request or you can contact the complaints team direct.

Complaints Procedure

Stage two – investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

When using stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to 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 on progress.

Complaints Procedure

Contact Details Stage 1

To report a Stage 1 Complaint:

Dunedin Canmore Group
**8 New Mart Road
Edinburgh
EH14 1RL**

Telephone number:
0131 478 8888

Fax number:
0131 624 5766

Our website address:
www.dunedincanmore.org.uk

Email us at:
customer.service@dunedincanmore.org.uk

Contact Details Stage 2

To report a Stage 2 Complaint:

Wheatley Group
Group Complaints Team
**Wheatley House
25 Cochrane Street
Glasgow
G1 1HL**

Telephone number:
0131 478 8888

Fax number:
0131 624 5766

Email Wheatley Group at:
complaints@wheatley-group.com

Complaints Procedure

What if I'm still dissatisfied?

.....

If you are a **Dunedin Canmore Housing tenant or sharing owner**, after we have fully investigated, if you are still dissatisfied 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

(please make sure it has done so before contacting the SPSO)

- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court.

You can contact the SPSO

.....

In person

4 Melville St
Edinburgh
EH3 7NS

By Post

FreepostSPSO

Freephone

0800 377 7330

Online contact

www.spso.org.uk/contact-us

Website:

www.spso.org.uk

Mobile site

<http://m.spso.org.uk>

Complaints Procedure

If you are a
Dunedin
Canmore
Residential
(DCR) tenant

You can
contact the
PRHP in
person or by
post

-
- That is, you are living in one of our market or mid-market properties and Your complaint is about the “Repairing Standard” contained in the Housing (Scotland) Act 2006;

And...

- We have fully investigated your complaint and you are still dissatisfied with our decision
- You are able to refer your complaint to the Private Rented Housing Panel. (PRHP)

.....

Private Rented Housing
Panel
Europa Building
450 Argyle Street
Glasgow
G2 8LH

Telephone: **0141 302 5900**

Email:
prhp@scotland.gsi.gov.uk

Website:
www.prhpscotland.gov.uk

Complaints Procedure

If you are a homeowner or receiving a factoring service

Homeowner Housing Panel

Europa Building
450 Argyle Street
Glasgow
G2 8LH

Phone:
0141 242 0175

Email:
hohpadmin@scotland.gsi.gov.uk

.....

The Homeowners Housing Panel will try to resolve complaints and disputes between home owners and property factors.

hohp So if your complaint is about a factoring service, and you are still dissatisfied after our investigation stage you will be able to go to the Homeowners Housing Panel.

www.hohp.scotland.gov.uk

Contact the Homeowners Housing Panel in Person or by post:

If you are receiving supported services, for example our hostel etc.

.....

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 their

Complaints Procedure

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

Information about their complaints procedure, contact details and offices around Scotland, and information about how to complain are all on their website:

<http://www.careinspectorate.com/>

Or you can contact them by:

Telephone: **0845 600 9527**

Fax: **01382 207 289**

Online **complaints form**

Email:
enquiries@careinspectorate.com

Reporting a Significant Performance Failure to the Scottish Housing Regulator

.....

The Scottish Housing Regulator (SHR) can 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 its 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

Complaints Procedure

landlord's tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

A complaint between an individual tenant and a landlord is not a significant performance failure. Significant performance failures are now, therefore, dealt with through this complaints handling procedure.

You can ask us for more information about significant performance failures.

The SHR also has more information on their website:

<http://www.scottishhousingregulator.gov.uk/>

Or you can phone them on:
0141 271 3810

Getting help to make your complaint

.....

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

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

Complaints Procedure

Scottish Independent Advocacy Alliance

Tel: **0131 260 5380**

Fax: **0131 260 5381**

Website: www.siaa.org.uk

Citizens Advice Scotland

Website: www.cas.org.uk

Or check your phone book
for your local bureau.

We are committed to making
our service easy to use for all
members of the community.

In line with our statutory
equalities duties, we will
always ensure that
reasonable adjustments are
made to help customers
access and use our services.

If you have trouble putting
your complaint in writing
please tell us.

Quick Guide to our Complaints Procedure

Complaints Procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



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 our response 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 after no more than 20 working days unless there is clearly a good reason for needing more time.



The Scottish Public Services Ombudsman

OR The Homeowners Panel

OR The Private Rented Housing Panel

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, the Homeowners Panel or the PRHP to consider it.

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

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

