

Your Guide to

Contact us

For more information about any of GHA's services, please contact **0800 479 7979** or visit **www.gha.org.uk**

This leaflet follows RNIB's Clear Print guidelines. It is available on request in Braille, tape and on disk. It is also available on request in other languages. If you need the leaflet provided in any of these formats, please contact us on **0800 479 7979**.

Stage 3 – requesting an appeal



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The Glasgow Housing Association Limited is a not-for-profit housing association registered under the Industrial and Provident Societies Act 1965, registered no. 2572R(S). It is also recognised by HM Revenue and Customs as a Scottish charity (SCO34054) and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord, no. 317.

Better homes, better lives



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Your right to appeal

We hope to resolve complaints at an early stage but understand there may be times when you are still unhappy.

Where a complaint has been considered at Stages 1 and 2 of GHA's Complaint Policy and you remain unhappy you have a right to appeal.

This leaflet explains what an appeal is and what you need to do to request an appeal.

What is meant by an appeal?

An appeal gives you an opportunity to tell us why you remain unhappy and to inform us of what we could do to put this right. If you decide to appeal, it will be heard by the GHA Board appeal panel.

How do you request an appeal?

You should complete and submit an appeal request form within 28 days of receiving a letter advising you of the outcome of Stage 2 of the complaints process (investigation and/or internal review).

The form asks you to explain why you remain unhappy with the outcome of Stage 1 and Stage 2 and what you believe we could do to put this right. This information is used, with your complaint file, as the basis of the appeal hearing.

Please note that:

- You need to complete an appeal request form before an appeal can be arranged
- If a complete form is not received in 28 days, we will consider this the end of the complaints process.

A GHA Customer Complaints Coordinator can assist you in completing the appeal request form. Please telephone directly on 0141 274 5723/5725.

What happens when you return your appeal request form?

When we receive the fully completed appeal request form, we will arrange an appeal hearing within 28 days. All reasonable effort will be made by us to ensure the date and time of the appeal hearing is suitable for you.

You will be given 14 days' notice of the appeal date and time. The appeal hearing will be clearly explained by a GHA Customer Complaints Coordinator.

What happens when we agree an appeal date?

You will receive a summary report detailing the background to the complaint. You will also have the opportunity to provide us with any other information that you think supports the appeal. All relevant additional information will be included in the summary report and be considered during the appeal hearing.

Who is involved in an appeal hearing?

A GHA Customer Complaints Coordinator will meet you on the day of the hearing.

The appeals panel will be made up of:

- An appeals officer, usually a GHA senior member of staff, who will be responsible for facilitating discussion and ensuring procedures are followed
- Three GHA Board members, who hear the appeal and make a decision
- Where required, GHA staff member(s) who have been involved in the complaint and may need to answer any questions.

During the appeal hearing:

- The panel will appoint a chairperson
- The appeals officer will be asked to summarise the nature of your complaint and what actions have been taken to resolve the issue(s)
- You will be asked to tell the panel why you remain unhappy and what action you would like us to take to resolve the matter
- Staff involved in the complaint may be asked questions by the panel or by you about how your complaint was dealt with
- Once the panel is satisfied they have heard all the information required the hearing will be brought to an end
- The panel considers all the paperwork and the information provided at the hearing and will make a decision.

When will you hear the appeal decision?

You will receive a formal response in writing advising you of the outcome of the appeal hearing within 14 days.

What happens next?

The Appeals Stage marks completion of GHA's complaints process.

We will advise you of your right to appeal to the Scottish Public Sector Ombudsman (SPSO) and provide you with contact details.

Please note that:

- the SPSO does not consider complaints that have not been through all 3 stages of GHA's Complaint Policy.

Further information and support

If you need further information please contact a GHA Customer Complaints Coordinator on 0141 274 5723/5725.