

## 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**.

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black text

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**

GHA-CL-MC 04/09



# Making a complaint, comment or compliment



**Better homes, better lives**



## We aim to make sure:

- Your complaint is listened to, recorded and dealt with fairly
- You are treated with respect at all times
- Any request for a customer to remain anonymous will be respected as far as is possible. Where it is not possible, we will explain why
- We resolve your complaint at first contact and if this is not possible within two working days (Stage 1). Where we can't do this or you remain unhappy your complaint will move to the next Stage (Stage 2) and we'll aim to ensure the time from first reporting your complaint to it being resolved is no longer than 10 working days
- Where a complaint is taking longer than expected to resolve our staff will keep you up to date with the progress of any investigation or review
- The information we provide is clear, helpful and explains what you can do next if you remain unhappy.

## This guide explains how you can make a complaint, comment or compliment and how we will deal with your concerns.

We are determined to put our customers at the heart of everything we do and provide the best possible service we can.

If we don't get things right first time, we will listen and learn so we can stop it happening again.

Your views are important to us as they let us know how and where we can improve. If we have made a mistake or you are unhappy with our service, we aim to make it as easy as possible for you to tell us. And we will always try to deal with your complaint promptly.

Hopefully there will be many more occasions when we do get things right and we would like to hear your positive comments and compliments too.

## How to make a complaint, comment or compliment to GHA



Phone us on **Freephone 0800 479 7979**



Use the complaints and comment form at the back of this leaflet



In person at your local housing office



Write to the Customer Service Centre,  
Lipton House, 170 Crown Street, Glasgow G5 9XD



Email us at [customerservicecentre@gha.org.uk](mailto:customerservicecentre@gha.org.uk)

All our offices have the guides and forms you need to note your complaint or comments.

No matter how you decide to make a complaint, we will treat you equally and with respect.

If you need a bit of extra support to make a complaint, we will be happy to help. This might include an interpreter, getting the information in Braille or large print or help in completing a complaint form.

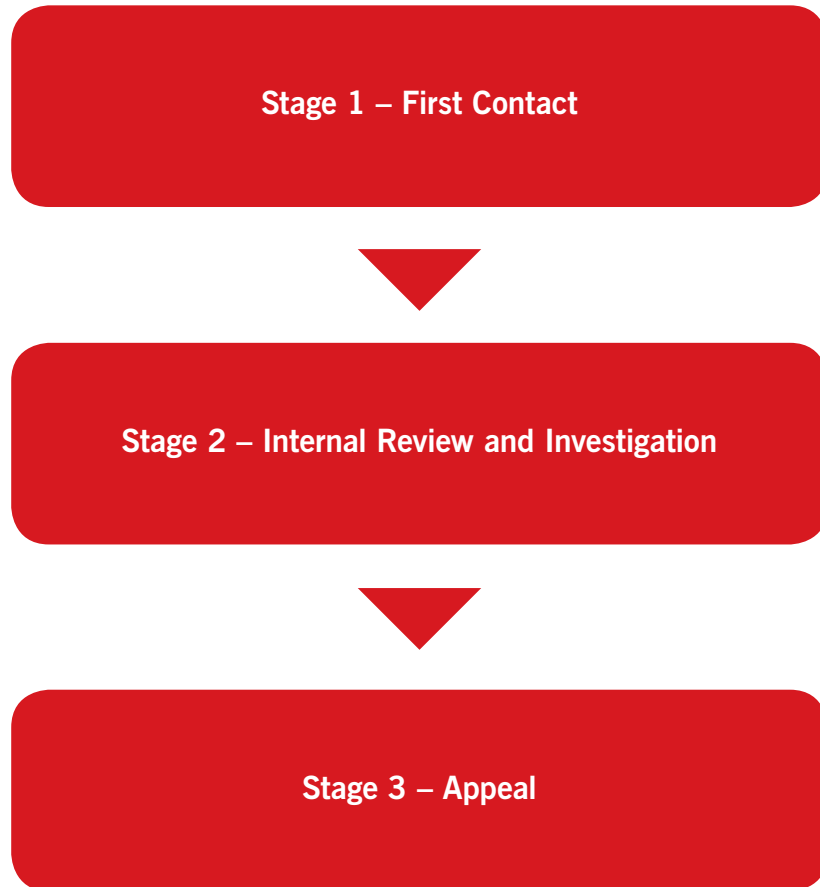
## Who can complain to GHA?

Any GHA customer can complain. Complaints can also be made by people who feel they are affected by the things we do.

We know that sometimes customers like to ask an individual or other organisation to complain for them, such as the Citizen's Advice Bureau, a family member or friend. For your security we must check with you whether this person or organisation is acting on your behalf before we can respond to them.

Any staff member will be happy to provide a Representation Mandate form on request, to help you appoint a representative. The only people who do not need a mandate are councillors, solicitors, MEPs, MSPs or MPs complaining on your behalf. They already work to certain rules which protect you and your personal information.

## The Complaints Process



## What will happen to your complaint?

### Stage 1 – First Contact

When we receive your complaint we will make sure we have all the information we need to look into your complaint.

We aim to resolve your complaint at the first point of contact. Where this isn't possible, we aim to get back to you with a response within two working days. This could be in person, by telephone, in writing or by email and our staff will always check if you are happy with the outcome.

### Stage 2 – Internal Review and Investigation

If at Stage 1 you are unhappy with the response, it will be passed to either:

- A senior staff member
- A dedicated team based in the Customer Service Centre (where the complaint is initially received by the Customer Service Centre).

We will provide you with a named contact, who will look at your complaint to see if we can resolve it to your satisfaction.

They will carry out an internal review and investigation and aim to provide a response within 10 days of your original complaint.

Where a response is not available within 10 days you will be informed of this, provided a reason and given an alternative timescale.

### Stage 3 – Appeal

If your complaint has been reviewed and you remain unhappy, you have the right to request an appeal. We will arrange for your appeal to be heard within 28 days of your appeal request and give you at least 14 days notice of the date. Your appeal request will be supported by GHA's Customer Complaints Coordinator.

The appeals process is detailed further within our dedicated guide 'Stage 3 – requesting an appeal', this guide will be issued with all Stage 2 responses.

### Our recent review and the changes to our policy

In a review of the way we handled complaints, customers told us they wanted:

- To report the problem easily
- To have their complaint investigated fully
- For the complaint to be resolved satisfactorily
- For us to learn from the complaint and stop it happening again.

We have now introduced a clear, simple, single process for dealing with complaints. It is designed to make it easier for you to tell us about your concerns and to allow us to deal with them promptly and effectively.

### Customer feedback and satisfaction

We will analyse the complaints we receive, along with comments and compliments, and publish details of any action we take on an annual basis.

We also carry out telephone surveys to review customer satisfaction with our Complaints service. These surveys give you the opportunity to provide feedback on how we have dealt with your complaint and help us improve our services.

Please keep this leaflet after you have used the form.  
Don't forget you can also get in touch with us using any  
of the following methods.



Phone us on **Freephone 0800 479 7979**



In person at your local housing office



Write to the Customer Service Centre,  
Lipton House, 170 Crown Street, Glasgow G5 9XD



Email us at [customerservicecentre@gha.org.uk](mailto:customerservicecentre@gha.org.uk)

## Your views count

To make a complaint, comment or compliment please complete this form and send to us FREEPOST. **Alternatively you can call us 24 hours a day, seven days a week on 0800 479 7979.**

Title:  Mr  Mrs  Miss  Other \_\_\_\_\_

Forename: \_\_\_\_\_ Surname: \_\_\_\_\_

Address:

Postcode:

Phone: \_\_\_\_\_ Email address: \_\_\_\_\_

How would you like us to contact you:  Letter  Phone  Email

## What is your complaint, comment or compliment?

## Equality and diversity

This is strictly confidential and will be used for monitoring and statistical purposes. It will not be used to investigate your complaint.

Your sex:  Male  Female

Your age:  16-24  25-34  35-44  44-54  
 55-64  65-74  75+

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot  Yes, limited a little  No

Please tick one of the ethnic groups shown to tell us your ethnic background.

### White

Scottish  Irish  Other British  Polish  Any other white

### Black, black Scottish or black British

African  Caribbean  Somalian  Any other black

### Asian, Asian Scottish or Asian British

Indian  Pakistani  Bangladeshi  
 Chinese  Any other Asian

### Other ethnic group

Gypsy or Traveller  Jewish  Any other ethnic group

### Multiple ethnic groups (do you consider yourself to be multi racial)

More than one ethnic group  I do not know what my ethnic background is

### Please indicate your religion or belief:

Church of Scotland/England  Hindu  Roman Catholic  
 Pagan  Other Christian faith  Jewish  
 Buddhist  Another religion  Muslim  
 I am not religious  Sikh

Once this form is completed to your satisfaction, please:

- hand it to a member of staff
- post it to your local housing office or
- post it to: Customer Complaints Coordinator, Glasgow Housing Association, Granite House, 177 Trongate, Glasgow G1 5HF

**Glasgow Housing Association**  
Customer Complaints Coordinator  
FREEPOST SCO 6182  
Glasgow  
G1 3BR



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