



THE HOUSING ASSOCIATION OMBUDSMAN

A leaflet about the Ombudsman is available from Lochfield Park office. Please note the Ombudsman will not be able to deal with complaints until you have gone through Lochfield Park's complaint's procedure.

Types of Complaints

Repairs - If a repair has not been carried out properly.

Customer Services - If you have not received information you have asked for.

Customer Care - If you feel that a member of staff, a committee member or a contractor has not behaved acceptably towards you.

Allocations - If you feel your Housing Application has not been handled properly.

Complaints against neighbours will be dealt with under our neighbour disputes procedure. But if you have a complaint about the way we have dealt with a neighbour dispute, then you can use the complaints procedure.

We will always try to deal with complaints sympathetically, but there are some things we will not be able to give you information about. For example, it would be wrong for us to discuss with you the details of someone else's housing application, as this would be a breach of confidentiality, but we can of course talk to you about how our allocation procedure works

GETTING INDEPENDENT ADVICE

We will always hope that a problem can be sorted out informally. However you may feel it is important for you to get independent advice before you decide whether to complain to us formally.

Lochfield Park Housing Association Ltd.



37 Drumlanrig Avenue
Easterhouse
Glasgow
G34 0JF

Phone: 0141-771-2228

Fax: 0141-773-0015

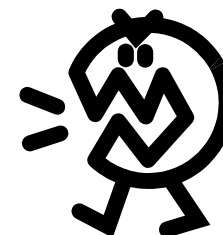
E-mail: info@lochfield.co.uk

web: www.scottishhousingconnections.org/lochfield-park-housing-association

Emergency No: 0800 595 595
Gas Central Heating : 0800 595 595



Lochfield Park Housing Association



Complaints Procedure

OFFICE OPENING HOURS		
	MORNING	AFTERNOON
Monday	9.30am - 12.30pm	1.30pm-4.30pm
Tuesday	9.30am - 12.30pm	1.30pm - 4.30pm
Wednesday	CLOSED	1.00pm - 4.30pm
Thursday	9.30am - 12.30pm	1.30pm - 4.30pm
Friday	9.30am - 12.30pm	1.00pm - 4.00pm

Registered under the Co-operative and Community Benefit Societies Act 2014.

Registered with the Financial Conduct Authority
No 2444R(S)

The Scottish Housing Regulator Reg No HAC268

Scottish Charity No SC037694

This leaflet can be translated, on request into other community languages.

For people with visual impairment, large print or Braille versions can also be provided.



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Why Have A Complaints Procedure?

Lochfield Park aims to provide a first class service but there may be occasions when you're not happy about something, and if this is the case it is important for you to tell us.

The aim of this complaints procedure is to give you clear details of what steps you can take to try and get things put right where there's a problem.

The complaints procedure also gives us a chance to keep an eye on the quality of service we provide so that we can continually work to improve it.

Who Can Use The Complaints Procedure?

Anyone who receives or requests a service from Lochfield Park can use the complaints procedure. This includes tenants, sharing owners, owner occupiers and members of the general public.

The complaints procedure is also open to those who may be acting on your behalf such as a Councillor, Member of Parliament, Advice Agency or Solicitor.

What Can You Complain About?

You can complain about any aspect of our service which you are unhappy with

Who Will Know About My Complaint?

We will as far as possible respect the confidentiality of your complaint. Whilst we are looking into you complaint your name will not be divulged any more than is absolutely necessary within Lochfield Park and if your complaint goes to the Management Committee, then members will not be given individual names or addresses.

You will appreciate, however, that if your complaint involves another tenant or a member of staff or Committee it may be very difficult for us to look into it without talking to that tenant or staff / Committee member.

If you ask us not to talk to the tenant or staff / Committee member, we will try to respect your wishes, but it will probably not be possible for us to take any action to tackle the problem.

It will not be possible for us to deal with anonymous complaints as it is obviously difficult for us to check things with the person making the complaint.

How Do We Record / Monitor Complaints?

Complaints can help us as well as you! All formal complaints made to Lochfield Park are recorded and reported to the Director who will regularly advise the Management Committee of changes or improvements necessary as a result of complaints received. This is an important element of Lochfield Park's own monitoring of its Policies and Procedures.

Lochfield Park maintains a central register in which formal complaints and their outcomes are recorded.

HOW TO REMEDY A COMPLAINT

1. Try To Sort Things Out Informally

You have every right to make a formal complaint whenever you wish, but in the first instance it can often be quicker and easier for everyone if the problem can be sorted out informally - the choice is yours.

To try and resolve a problem informally, the best thing for you to do is talk to, or drop a line to, your Housing Officer and let them know what you would like to be put right. They will let you know how long it should take for the problem to be sorted out, and hopefully a solution will be reached.

2. The Formal Complaints Procedure

If the problem has not been sorted out informally, you should in the first instance complain in writing to the Line Manager.

When you make a complaint it is really important for you to let us know exactly what the problem is and how you would like to see it resolved. You can complain in writing, by telephone or in person. If the Line Manager is not available your complaint will be noted by the member of staff who speaks to you and passed onto them. The Line Manager will acknowledge your complaint within three working days. and respond to you in writing within a further 10 working days.

If you are not satisfied with the Line Manager's response you may take your complaint to the Director of the Association who will respond within 10 working days.

If you are not satisfied with the Director's response you may take your complaint to the Management Committee of the Association. The committee will hear the complaint at the next available meeting and the Chairperson will reply in writing within one week of the meeting stating the reasons for their decision.

Finally, if you are unhappy with the decision of the Management Committee you may take your complaint to the Housing Association Ombudsman:

Scottish Public Service Ombudsman
4 Melville Street, EH3 7NS
Freephone 0800 377 7330 or call 0131 225 5300

Please note that the Ombudsman will only consider your complaint after you have exhausted Lochfield Park's Complaint Procedures

If at any time during the Complaint's Procedure your complaint is upheld we will apologise immediately and take steps to remedy the situation.

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