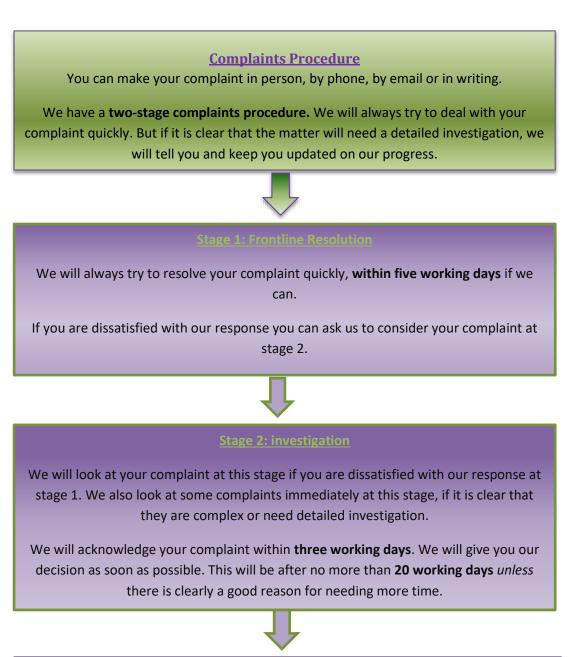
## Lochfield Park Housing Association

## **Complaints Procedure**

## Quick guide to our complaints procedure



## **The Scottish Public Service Ombudsman**

If, after receiving our final Decision on your complaint, you remain dissatisfied with our decision or the way we 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.