



Queens  
Cross  
Housing  
Association



# Making a complaint:



# What you need to know

“We value complaints and use them to improve our 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.

## **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.

## **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

## **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 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

### 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’** on page 6.

### How do I complain?

You can complain in person at any of our offices, by phone, in writing, email, on our QC app or by using the online complaints form on our website at **qcha.org.uk**

It is easier for us to resolve complaints if you make them 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 want us to resolve the matter.

### How long do I have to make a complaint?

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.



## 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 when 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 one 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 still dissatisfied you can ask for your complaint to be investigated further through stage two. You may choose to do this immediately or some time after you get our initial response.

We can help you with making this request.

### Stage two – Investigation

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

During stage two 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 twenty working days.

If our investigation will take longer than twenty working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

### What if I'm still dissatisfied?

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 (so 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:

SPSO  
Bridgeside  
House  
99 McDonald  
Road  
Edinburgh  
EH7 4NS

#### By post:

Freepost SPSO\*

\*You don't need  
to use a stamp

#### Freephone:

0800 377 7330

#### Website:

[spso.org.uk](http://spso.org.uk)



#### Twitter:

[twitter.com/  
SPSO\\_Ombudsman](https://twitter.com/SPSO_Ombudsman)

### Complaints about factoring

The SPSO does not normally look at complaints about our factoring service. The First Tier Tribunal for Scotland (Housing and Property Chamber) will try to resolve complaints between home owners and property factors. You can find more information at:

#### Website:

[housingandpropertychamber.scot](http://housingandpropertychamber.scot)

**Telephone:** 0141 302 5900

### Care complaints

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate, or both. You can find out more about their complaints procedure, or make a complaint, by contacting the Care Inspectorate at:

#### Email:

[concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

### Information about the Care Inspectorate

The Inspectorate's complaints procedure, contact details and offices around Scotland, and information about how to complain are all on their website at **[careinspectorate.com](http://careinspectorate.com)**

You can contact the Care Inspectorate by:

**Telephone:** 0345 600 9527

#### General enquiries:

[enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot)

## Reporting a Significant Performance Failure to the Scottish Housing Regulator

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 a significant number of a 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 the complaints handling procedure. You can ask us for more information about significant performance failures.

**The SHR also has more information on their website:**  
[housingregulator.gov.scot](http://housingregulator.gov.scot)

**You can get in touch by email at**  
[shr@shr.gov.scot](mailto:shr@shr.gov.scot)

**Or you can phone them on:**  
0141 242 5642

## 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.

### **Scottish Independent Advocacy Alliance**

**Telephone:**  
0131 510 9410

**Email:**  
[enquiry@siaa.org.uk](mailto:enquiry@siaa.org.uk)

**Website:**  
[siaa.org.uk](http://siaa.org.uk)

### **Citizens Advice Scotland**

**Website:**  
[cas.org.uk](http://cas.org.uk)

Or check online for your local bureau.

**Send us your complaint**

**What is your complaint?**

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**About you**

To make a complaint, you can write to us using this form and send or give it to us at Queens Cross Housing Association, 45 Firhill Road, Glasgow G20 7BE.

**Title:**                    Mr   Mrs   Ms   Other

**Your full name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

Tear along the dotted line

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.

## **Contact details**

**Visit our website:**  
[qcha.org.uk](http://qcha.org.uk)

**Call us on:**  
0808 143 2002

**Visit us at:**  
Firhill Road or  
Westercommon Drive

**Write to us:**  
45 Firhill Road,  
Glasgow G20 7BE

**Email us:**  
[contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)

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**0808 143 2002**  
**[contactus@qcha.org.uk](mailto:contactus@qcha.org.uk)**

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