

What would you like us to do to make things right?

EQUALITY CHECKBOX

Race/Nationality/Ethnic Origin

White

- Scottish
- Irish
- Polish
- Other British
- Gypsy/Traveller
- Other

Mixed or Multiple Ethnic Background

- Indian
- Bangladeshi
- Arab
- Pakistani
- Chinese
- Any other group

Black

- Scottish
- Caribbean
- Other
- Other British
- African

Prefer not to say

Signed Date

Please return this form to:

**Company Administrator
Waverley Housing
FREEPOST SCO79Z
Hawick
TD9 9BD**



www.waverley-housing.co.uk

SCOTTISH CHARITY NO. SCO26231 REGISTERED IN SCOTLAND NO. 115066

This document is also available in other languages, large print, and audio format upon request.

Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.
(Russian)

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.
(Polish)

Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.
(Czech)

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.
(Portuguese)

complaints



Waverley Housing has a strong commitment to providing all customers with an excellent standard of service and we constantly work towards improving performance.

We know that sometimes things go wrong.

If you are unhappy with a service that you have received from us and wish to make a complaint, we want you to tell us. We can then try to put things right and improve our services in the future.

Complaints

Anyone who is dissatisfied with any aspect of the services we provide can make a complaint. This includes tenants, people applying for houses, owners and people living in neighbouring properties.

Complaints may arise for example if:

- we did not carry out a repair properly
- we did not give you information you asked for
- you feel a member of staff, board member or a contractor of Waverley Housing has not behaved reasonably towards you
- you feel you have been unfairly discriminated against
- you feel your housing application has not been handled properly

Complaints against neighbours for anti-social behaviour will be dealt with under a different procedure but if you have a complaint against us regarding the manner in which we have dealt with such an issue then this can be raised within this Complaints Procedure.

How do I make a complaint?

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 make a complaint in whatever way you feel most comfortable with by:

- ✓ talking to us in person or on the telephone - 01450 364200
- ✓ writing - **FAO Company Administrator, FREEPOST SCO792, Hawick TD9 9BD**
- ✓ email - info@waverley-housing.co.uk
- ✓ fax - 01450 375905
- ✓ completing the complaint form attached to this leaflet or by completing the contact form on our website - www.waverley-housing.co.uk

complaints process



In line with guidelines issued by the Scottish Public Services Ombudsman (SPSO) we have a two stage complaints procedure.

1st Stage – Frontline Resolution - Informal

The aim of frontline resolution is to provide a quick, informed response, however it will occasionally be necessary for staff to find out more about the points raised before a response can be issued. Should this be necessary we will endeavour to respond within 3 working days of receiving your complaint.

In the first instance you should contact a member of staff from the relevant department which deals with the service you wish to complain about e.g. housing or repairs.

If it is not possible to resolve your complaint informally or if you are not satisfied with the outcome, you can request that the complaint be considered at the second stage of our complaints process.

Not all complaints are suitable for frontline resolution and you may request that your complaint bypasses the frontline stage and is considered at the investigative stage.

Wherever possible we encourage you to resolve complaints informally.

2nd Stage – Investigative - Formal Complaint

The Company Administrator is the sole point of contact for formal complaints. Where possible we ask that complaints to be considered at this stage be submitted in writing but if this is not possible, the Company Administrator will write the complaint for you and read it back to ensure that an accurate record has been taken and if possible, we would normally arrange for you to sign the complaint. That way everyone is clear on what the complaint is about.

Your complaint will be acknowledged within 3 working days of receipt and we will confirm the timescale for responding i.e. within 20 working days.

You will be issued with our definitive response to your complaint and of any actions deemed necessary to resolve matters. If you feel that your complaint has not been resolved to your satisfaction you have the right to appeal to the Scottish Public Services Ombudsman at SPSO, Freeport EH64, Edinburgh, EH3 0BR (Tel: 0800 377 7330, Fax: 0800 377 7331, email: <http://www.spsso.org.uk>). Please note that the Ombudsman will not consider your complaint until it has gone through our complaints process.

Abusive, Persistent or Vexatious Complaints

Our approach to abusive, persistent or vexatious complaints is detailed within our Unacceptable Actions Guidelines. A copy of which is available on request.

Complaints against a Board Member or the Chief Executive

Complaints against a Board Member or the Chief Executive should be addressed to the Company Secretary. We will aim to resolve such issues informally but where necessary shall seek external independent professional advice to support the handling of such complaints.

Use of Alternative Dispute Resolution

When appropriate, and where parties agree, mediation will be used to facilitate communication. Mediators will be appropriately trained and qualified to perform their role.



Compliments and Comments

It is helpful to hear from you when you are pleased with our services. It helps us identify good practice and focus on what our customers want.

If you would like a copy of our full Complaints Policy please contact the Company Administrator at the following address:

Company Administrator
Waverley Housing
FREEPOST SCO792
Hawick
TD9 9BD

Complaints Form



Please fill in all sections of this form with as much detail as possible.

Name

Address

Telephone

Email

Your Complaint

(Please continue on a separate sheet if necessary)