

## **Complaints**

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

The aim of our published Complaints Policy and Procedure is to give you clear details of what steps you can take to try and get things put right where there is a problem. It also gives us the chance to keep an eye on the quality of service we provide, so that we can continually work to improve it.

### **Who can use our Complaints Procedure?**

Anyone who receives or requests a service from Waverley Housing can use our Complaints Procedure. This includes tenants, people applying for housing, owners and people living in neighbouring property.

The Procedure is also open to people who may be acting on your behalf, such as Councillor, MP, MSP, Solicitor or agencies like the Citizens' Advice Bureau (but as you will see later, we do encourage **you** to try and sort things out with us first).

### **Trying to sort things out informally**

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

To try and resolve a problem informally, the best thing for you to do is to talk to (or drop a line to) your nearest Waverley office, and let them know what the problem is. When you do so you will be advised how long it should take for the matter to be investigated and for you to be responded to, and hopefully a satisfactory solution can be reached.

### **What can you complain about?**

You can complain about any aspect of our service which you are unhappy about, for example:-

- If a repair has not been carried out within the estimated end time you were given or you are unhappy with the way in which the repair has been carried out.
- If you have not received some information you have asked for (other than that restricted under the Data Protection Act 1998).

- If you feel a member of our staff or any contractor or agent representing us has not behaved reasonably towards you.
- If you feel that your housing application has not been handled properly.
- If you feel that you have been unfairly discriminated against.
- Or any other matter that you are unhappy with.

Please note the following where cases will **not** be dealt with as a complaint:

- If legal action is being taken by the complainant against the company or by the company against the complainant, the case will not be dealt with as a complaint
- Issues over 4 months old will not be dealt with as a complaint
- We reserve the right to refuse to deal with any complaint pursued unreasonable.

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

We will always try to deal with complaints sympathetically but there are some things that we will not be able to give you information about. For example we cannot 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 Allocations Policy works.

### ***The formal Complaints Procedure***

If the problem cannot be sorted out informally, you should in the first instance address your complaint to the Company Administrator:

- Write to Company Administrator, Waverley Housing, FREEPOST SCO792
- Phone 01450 364200
- Online at [waverley-housing.co.uk](http://waverley-housing.co.uk)
- E-mail [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk)
- Fax to 01450 375905

If you phone in a complaint it will be recorded in writing for you by the person taking the call and they will check with you that what they have recorded is what you are actually saying and we would normally arrange to have you sign it. That way everyone is clear on what the complaint is about.

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.

Regardless of how you make the complaint the Company Administrator will write to you to acknowledge its receipt and advise you of the timescale for a response from the Manager of the function responsible. If, for whatever reason, a response cannot be given in that time we will write to you again with a revised timescale. Do remember that some things may not be within our control and may therefore be less easy to sort out.

If you are not happy with the first decision you will be entitled to appeal to a Senior Manager. This must be in writing. The Senior Manager after having investigated the matter will respond to you with their decision within a period of one week from receipt of your appeal, where possible.

If you are unhappy with the decision of the Senior Manager then you are entitled to a further appeal which will be heard by a committee of Directors from the Board of Waverley Housing and you will have been advised by the Senior Manager how to go about this if dissatisfied by their response.

If your appeal is dismissed by the Committee of Directors then you may refer the matter to **The Scottish Public Services Ombudsman** and you will be given details on how to contact him. Please note however that the Ombudsman will not normally hear a complaint until Waverley's complaints process has been exhausted.

We sincerely hope, however, that your complaint will be resolved before that stage.

**A copy of our full Complaints Policy and Procedure is available on request**