



**Your Guide to  
Making a  
Complaint**



Scottish Charity No. SC035589



Registration No. SC 264883

# We aim to make sure:

- Your complaint is listened to, recorded and dealt with fairly.
- You are treated with respect at all times.
- Any request for a customer to remain anonymous will be respected as far as is possible. Where it is not possible, we will explain why.
- We resolve your complaint at first contact and if this is not possible within five working days. (Stage1)
- Where we can't do this, or you remain unhappy, your complaint will move to the next stage (Stage 2) and we'll aim to ensure the time from first reporting your formal complaint to it being resolved is no longer than 20 working days.
- Where a complaint is taking longer than expected to resolve our staff will keep you up to date with the progress of any investigation.
- The information we provide is clear, helpful and explains what you can do next if you remain unhappy.

## What will happen to your complaints?

### Stage 1 - First Contact Informal Complaint

When we first know of your complaint we will make sure we have all the information we need to look into your problem.

We aim to resolve your problem at the first point of contact. Where this isn't possible, we aim to get back to you with a response within five working days. This could be in person, by telephone, in writing or by email and our staff will always check if you are happy with the outcome.

#### Complaints about the Chief Executive

Complaints about the Chief Executive should be made in writing to the Chairperson and marked Private and Confidential.

### Stage 2 - Formal Complaint and Investigation

If at Stage 1 you are unhappy with the response it will be passed to (depending on the complaint) either a

- Manager or the
- Chief Executive

At this stage we will require you to put your complaint in writing. We will provide you with a named contact, who will look at your complaint to see if we can resolve it to your satisfaction. They will carry out an investigation and aim to provide a response within 20 working days of your formal complaint.

#### Significant Performance Failures

A significant performance failure will occur when a landlord fails to do something, or takes action that puts tenants' interest at risk. It will normally relate to the landlord's failure to meet its legal requirements or tenant commitments, and it will affect many or all of the landlord's.

If you feel this is the case please contact the Scottish Housing Regulator on **0141 242 5642** or e-mail [shr@shr.gov.scot](mailto:shr@shr.gov.scot)

### Stage 3 - SPSO (Tenants)

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about most organisations that provide public services in Scotland. Their service is independent, free and confidential.

The SPSO will normally only consider a PHA complaint after you have completed the complaints procedure.

The SPSO cannot normally look at complaints:

- More than 12 months after you became aware of the matter you want to complain about, or
- That have been or are being considered in court.

### Stage 3 – First-tier tribunal (Owners)

If your complaint has been investigated and you remain unhappy you have the right to go to the First-tier Tribunal for Scotland (Housing and Property Chamber). This is the final stage for complaints about the services of factors in Scotland. Their service is independent, free and confidential.

OR

# How to make a complaint to PHA/PSPS:

This guide explains how you can make a complaint and how we will deal with your concerns.

This guide is for anyone who uses the services of Paisley Housing Association or Paisley South Property Services.

We are determined to put our customers at the heart of everything we do and provide the best possible service we can.

If we don't get things right first time, we will listen and learn so we can stop it happening again.

Your views are important to us as they let us know how and where we can improve. If we have made a mistake or you are unhappy with our service, we aim to make it as easy as possible for you to tell us. And we will always try to deal with your complaint promptly.

No matter how you decide to make a complaint, we will treat you equally and with respect.

If you need a bit of extra support to make a complaint, we will be happy to help. This might include an interpreter, getting the information in Braille or large print or help in completing a complaint form. If you need a visit to your home to discuss a complaint please contact us on **0141 889 7105**.



Phone on  
**0141 889 7105**



Use the **complaints form**



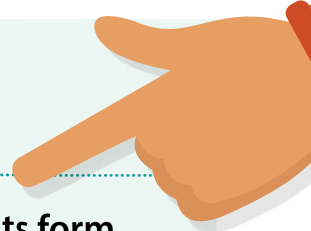
In person or in writing to  
**Assurance House,  
2 Lawn Street  
Paisley, PA1 1HA**



By using the freepost service  
**PHA LTD, FREEPOST  
SC05954, PAISLEY PA2 6BR**



Email  
**admin@paisleyha.org.uk**



## The Complaints Process

### Who can complain to PHA/PSPS

Any PHA/PSPS customer can complain. Complaints can also be made by people who feel they are affected by the things we do.

We know that sometimes customers like to ask an individual or other organisation to complain for them, such as the Citizen's Advice Bureau, a family member or friend.

For your security we must check with you whether this person or organisation is acting on your behalf before we can respond to them.



### The Complaints Process

**Stage 1 - First Contact**  
Informal Complaint

**Stage 2 - Formal Complaint**  
and Investigation

**Stage 3 - SPSO (Tenants)**

OR

**Stage 3 - First Tier Tribunal**  
for Scotland (Owners)

# What now?

If you remain dissatisfied once you have completed PHA or PSPS complaints procedure, contact the SPSO or First-tier Tribunal for advice.

## SPSO

- Visit the office (opening hours Mon, Wed, Thurs, Fri 9am – 5pm. Tues 10am – 5pm)  
Bridgeside House, 99 McDonald Rd  
Edinburgh, EH7 4NS,
- Freephone on **0800 377 7330**
- **www.spso.org.uk**
- Fill out an online complaint form  
**www.spso.org.uk/complain/form**
- Write to SPSO, Freepost SPSO (you do not need a stamp)

## First-tier Tribunal for Scotland

- Housing and Property Chamber  
Glasgow Tribunal for Scotland, 20 York Street,  
Glasgow, G2 8GT
- Telephone on **0141 302 5900**
- Fax on **0141 302 5901**
- Fill out an online complaint form Website:  
**www.housingandpropertychamber.scot**
- Opening hours 9.00am -5.00pm. Monday to  
Thursday. 9.00am – 4.30pm of Friday



## Customer feedback and satisfaction

We will report quarterly and annually on complaints.

## Contact

For more information about any of PHA or PSPS services, please contact **0141 889 7105** or visit **www.paisleyha.org.uk**

If you need this leaflet provided in any other format, please contact us on **0141 889 7105**.



**Paisley**  
Housing Association

Assurance House, 2 Lawn Street, Paisley, PA1 1HA  
Tel: **0141 889 7105** • E-mail: **admin@paisleyha.org.uk**  
Web: **www.paisleyha.org.uk**