

# 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 Director

Complaints about the Director 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
- Director

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 305 4199 or

[spf@scottishhousingregulator.gsi.gov.uk](mailto:spf@scottishhousingregulator.gsi.gov.uk)

## 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 PSHA 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.

OR

## Stage 3 - HOHP (Owners)

If your complaint has been investigated and you remain unhappy you have the right to go to the Homeowners Housing Panel. The HOHP is the final stage for complaints about the services of factors in Scotland. Their service is independent, free and confidential.

# What now?

### Customer feedback and satisfaction

We will report quarterly and annually on complaints.

### Contact

For more information about any of PSHA or PSPS services, please contact 0141 889 7105 or visit [www.psha.org.uk](http://www.psha.org.uk)

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

If you remain dissatisfied once you have completed PSHA or PSPS complaints procedure, contact the SPSO or HOHP for advice.

### SPSO

- Visit the office at 4 Melville Street, Edinburgh EH3 7NS open from Monday to Friday from 9 am to 5pm, (apart from Tuesday open from 10am to 5pm)
- Telephone on 0800 377 7330
- Fax on 0800 377 7331
- Text on 0790 049 4372
- Email [ask@spsso.org.uk](mailto:ask@spsso.org.uk)
- Fill out an online complaint form [www.spsso.org.uk](http://www.spsso.org.uk)
- Write to SPSO, Freepost EH64 1, Edinburgh EH3 OBR

### Homeowner Housing Panel

- Europa Building, 450 Argyle Street, Glasgow, G2 8LH
- Telephone on 0141 242 0175
- Fax on 0141 242 0141
- Email: [hohpadmin@scotland.gsi.gov.uk](mailto:hohpadmin@scotland.gsi.gov.uk)
- Opening hours 9.00am -5.00pm. Monday to Friday
- Freephone 0800 377 7330

# Your Guide to Making a Complaint



Scottish Charity No. SCO 35589



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.  
( **Stage 1** )
- 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.

## How to make a complaint to PSHA/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 South 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  
64 ESPEDAIR STREET,  
PAISLEY, PA2 6RW



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



Email [admin@psha.org.uk](mailto:admin@psha.org.uk)

## The Complaints Process

### Who can complain to PSHA/PSPS

Any PSHA/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

