



What is a complaint?

Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided.

Complaint examples

- Failure to provide a service.
- Poor quality service.
- Not meeting timescales.
- Poor attitude or treatment.
- Policy decision disagreement.

Non-complaint examples

- Request for service, such as reporting a repair.
- Reporting anti-social behaviour.
- Request for information.
- Previously closed complaints.
- Concerns about a different organisation.

Who can complain?

Anyone who receives, requests or is directly impacted by our services.

How do I complain?

-  In person to any employee
 -  Phone | 0141 763 1317
 -  Email | info@tollcross-ha.org.uk
 -  Online | www.tollcross-ha.org.uk
- In writing Tollcross Housing Association
868 Tollcross Road | G32 8PF

When complaining, please tell us:

- your full name and contact details
- full details about the complaint
- what has gone wrong; and
- what outcome you are seeking.

Complaints must be made within 6-months of (1) the incident or (2) when you find out you have reason to complain. In exceptional circumstances, timescales may be altered. If you feel that the time limit should not apply to your complaint, please tell us why.

Help to make a complaint

We accept complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. You can find an advocate through either:

- Scottish Independent Advocacy Alliance | 0131 510 9410 | www.siaa.org.uk
- Citizens Advice Scotland | www.cas.org.uk

What can I expect when I complain?

- We will listen to what you have to say.
- We will carry out a thorough and fair investigation.
- We will try to resolve the complaint, where possible.
- We will respond as soon as possible.
- We will apologise for failures and take action to ensure that it doesn't happen again.

Share your thoughts

We're listening

Our complaint process

We have adopted the Scottish Public Services Ombudsman (SPSO) complaint handling procedure, summarised below. A full copy of this procedure can be found on our website.



Stage 1 - straightforward complaints

- We will seek to resolve the issue as quickly as possible.
- We will take immediate action or offer an explanation where no action is possible.
- We will provide an outcome within 5-working days.

If you remain unhappy with the outcome of your complaint, you can escalate it to stage 2. Escalated complaints (from stage 1 to stage 2) must be made within 2-months of receiving your outcome.

Stage 2 - complex complaints or complaints escalated from stage 1

- We will acknowledge receipt of your complaint within 3-working days.
- We will confirm our understanding of the complaint and the outcome you are looking for.
- We will investigate the complaint fully and try to find a suitable resolution.
- We will provide an outcome within 20-working days.

What if I am still unhappy with the outcome?

If you remain dissatisfied after you have received our final decision, or you are unhappy about how we dealt with your complaint, you can seek a review from one of the following independent bodies:

Housing Association Complaints
Scottish Public Services Ombudsman
www.spsso.org.uk
0800 377 7330

Factoring & Mid-Market Rents Complaints
Housing and Property Chamber
First-tier Tribunal for Scotland
www.housingandpropertychamber.scot
0141 302 5900

Serious concerns and complaints

If your complaint is a serious concern and impacts the wider tenant group, you can report this matter to the Scottish Housing Regulator (SHR) via their serious concerns form.

A serious concern is when a landlord regularly and repeatedly fails to achieve the regulatory requirements for social housing; and this failure affects a group of the social landlord tenants.

Find out more on the SHR website, www.housingregulator.gov.scot.



Happy to translate | Możemy przetłumaczyć | Раді перекладати | Ni Fahari kutafsiri | अनुवाद करके खुशी हुई | ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ | 乐意翻译 | حن سعءاء لتقديم