



LEVERN PROPERTY
SERVICES LTD

COMPLAINTS HANDLING POLICY AND PROCEDURE

APPROVED March 2017

**Levern Property Services Ltd
A Subsidiary of Barrhead Housing Association
Registered office: 60-70 Main street, Barrhead, G78 1SB
Tel 0141 881 0638**

Levern Property Services Limited

Complaints Policy & Procedures

1. Introduction

As a commercial trading company (referred to as “the company”), we provide services to owners and residents receiving services from us. Our aim is to deliver a good and fair service to all our customers at all times. Sometimes, however, we may fall short of this aim. If this happens, it is important for customers to tell us, so that we can address these concerns.

This complaints policy also gives us the chance to keep an eye on the quality of service we provide so that we can make improvements to it, where necessary.

We regard complaints as a positive source of feedback. They tell us:

- What customers think of our service
- How we can learn from mistakes
- How we can continually improve the service we provide

2. Our Definition of a Complaint

A complaint is any expression of dissatisfaction with our service, whether it is justified or not.

We will take all expressions of dissatisfaction seriously, whether they are offered as comments, or whether they are raised informally or formally through the complaints procedure described below.

Some type of problems are not covered by the complaints procedures, for example our company policies. We welcome feedback on policies but residents are not able to complain directly about our policies.

3. Our Approach to Complaints in Summary

We will use 2 stages to respond to complaints:

Stage 1: Frontline Resolution: Whenever we can, and where issues are straightforward and easily resolved, we will try to sort out problems on the spot, as soon as we become aware of them to resolve the complaint quickly.

Stage 2: Investigation: For issues that have not been resolved at frontline or are serious or complex we will thoroughly investigate the points raised.

The First-tier Tribunal for Scotland (Housing and Property Chamber)

If, after receiving our final decision a customer remains dissatisfied with our decision or the way we have handled their complaint, they will be referred to the First-tier Tribunal for Scotland Housing and Property Chamber (FTT) to consider it.

, **Complaints – Our Two Stages**

Stage 1 – Sorting out the problem on the spot:

We will deal with any problems, which are brought to our attention as quickly as we can. Customers can bring problems to our attention in a number of ways:

By telephone our registered office on 0141 881 0638

By calling in to the office or writing to us at our registered office address 60/70 Main Street, Barrhead

By e-mailing us at enquiries@barrheadha.org

Your complaint will be dealt with by the person providing you with the service and our staff members will be provided with the powers to resolve your complaint when it arises. Where the staff member is not familiar with the issues the complaint will be referred to the appropriate department.

At this initial stage, we will speak with the customer to either:

- Allow the complaint to be dealt with quickly by issuing an apology or explanation for the failure that has occurred.
- Complaints resolved quickly will minimise costs as well as resolving customer dissatisfaction. This will involve few people and will make for swift and easy resolution of the matter.

If the complaint is directed against the member of staff handling the complaint or there is a conflict of interest in the matter being raised, the staff member will NOT respond to the complaint. Although every effort should be made to resolve the complaint quickly,

where it is clear the complainant refuses to allow a frontline resolution, the complaint should be referred on for investigation.

Where the complaint has been resolved at frontline either by face-to-face, telephone or email communication, there will be no requirement to communicate the complaint in writing unless this is requested by the complainant.

Timescales for Frontline Resolution

Clearly the aim of frontline resolution is to offer an immediate resolution when the staff member is face-to-face or on the telephone. However in most cases, the complaint should be dealt with within 24 hours but in exceptional cases where more information is required from other parts of the organisation or by referring the complaint for authorisation by a senior manager before responding, up to 5 working days will be required to complete the complaint.



Stage 2 – Complaints Procedures:

Complaints can be made by anyone who receives or requests a service from the company. Complaints can also be made by people acting on behalf of our customers, for example, Solicitors, Councillors, MSP's, or Citizens Advice Bureau.

If the complaint has not been resolved at stage 1 or a customer wishes to do so, a stage 2 complaint can be made to Lavern Property Services. The complaint will be investigated by the Director of Customer Services at Barrhead housing Association on behalf of Lavern Property Services. The complaint can be made in writing, by telephone, by e-mail or by calling at our registered office in person.

It is important that all details are provided including most importantly how you would like to see the issues resolved. For complaints reported in person or by telephone, a staff member will take a note of the complaint, how the customer would like it resolved, and will provide the customer with a copy of the note of the complaint.

How will we respond to complaints?

- The complaint will be recorded in on our complaints system..
- The complaint will be acknowledged within 3 working days. This will confirm how long it will take to examine the complaint in order to provide a detailed response.
- Conduct an investigation into the complaint, where other information is required from members of staff, review files, and speak to the person who has made the complaint.
- A full response will be provided within 20 working days but if there are reasons for further delays a revised timescale will be provided for bringing the complaint to conclusion.

- All responses will be issued by the Association's Director of Customer Services.

Any complaint made about the conduct of the Director of Customer Services will be referred directly to the Chairperson of Levern Property Services.

The conclusion of this stage of the internal process will be final.

The First-tier Tribunal for Scotland (Housing and Property Chamber)

After a full investigation under stage 2, if you are still dissatisfied with the decision made, customers can ask the First-tier Tribunal for Scotland Housing and Property Chamber (FTT) to look at it.

The First-tier Tribunal for Scotland (Housing and Property Chamber) was formed to deal with determinations of rent or repair issues in private sector housing as well as assistance in exercising a landlord's right of entry. The Chamber also provides relatively informal and flexible proceedings to help resolve issues that arise between homeowners and property factors. These were the functions of the former Tribunals that the Chamber replaced: The Private Rented Housing Panel (PRHP) and Homeowner Housing Panel (HOHP).

Housing & Property Chamber First-Tier Tribunal for Scotland
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

4. Other Important Information about Complaints

- **Confidentiality and Anonymous Complaints**

We will respect the confidential nature of all complaints we receive. Complaints will be dealt with impartially, objectively and professionally, with no adverse treatment of the person who has made the complaint.

If the customer asks us not to speak to particular individuals, we will respect their wishes but this may restrict our ability to resolve the problem.

We will do our best to investigate anonymous complaints. However, our ability

to investigate these complaints will be constrained and it will be much easier if the identity of the person making the complaint is known.

- In keeping records about complaints and in allowing access to our complaints register, we will comply with legislative requirements including, Access to Person at Files Act 1987 and Data Protection Act 1998.

- **Persistent of Repetitious Complaints**

The Company would wish to respond positively to any concerns, which our customer may have. However, very occasionally, we may reject a complaint without a detailed investigation, if we feel that it is deliberately repetitious. This is most likely to apply where the matter has been subject to a previous complaint, we have dealt with the original complaint to the best of our ability or the complainant is asking us to investigate the matter again.

- **Independent Advice**

There are several sources of independent advice and other assistance customers may wish to use to help with making a complaint. These include some of the following:

Citizens Advice Bureau
Welfare Rights Service
Law Centre
Solicitor
Tenant Organisations

5. Monitoring our Service

The Company will record all complaints and report to the Board annually on the number, the causes and outcomes for complaints.

The Board of Lavern Property Services will review the overall Complaints Policy at least every 3 years. However, improvements in performance and service delivery will be made where identified from feedback and comments received from our customers during the course of resolving complaints.

6. Equality & Diversity

Lavern Property Services is committed to providing fair and equal treatment to all our customers and to comply with the Equality Act 2010. The Act established 9 protected characteristics (the grounds on which discrimination is unlawful). These cover age, race, sex, religion/belief, sexual orientation, pregnancy/maternity, gender reassignment, disability and marriage/civil partnership.

We will offer customers a range of options for making complaints, since requiring complaint to be put in writing can be a deterrent, for example for people with poor literacy skills, visual impairment, or where first language is not English. We will monitor use of the complaints procedure for ethnic origin and disability to ensure that our procedures deliver fair outcomes for different groups of customers.

Appendix 1

Complaint Record – Stage 1

Name of Complainant: Ref No.	
Address & Postcode:	
Telephone Number:	
Date Complaint Received:	
Details of Complaint Including dates:	
Staff Involved:	
Redress Sought:	
Confirmation of Details & Customer Signature:	
Staff Signature:	

Appendix 1 a

COMPLAINT RECORD – Stage 2

Name of Complainant:	
Address & Postcode:	
Telephone Number:	
Date Complaint Received:	
Details of Complaint Including dates:	
Staff Involved:	
Redress sought:	
Confirmation of Details & Customer Signature:	

Office Use Only	
Date Received:	
Date Acknowledgement sent (within 3 working days)	
Details of Further Information Sought:	
Date of Responding (within 20 working days)	
Outcome:	

Appendix 2

Acknowledgement Letter

REF:

Date:

Name:

Address:

Dear

Re: Complaint

Thank you for your recent letter regarding the above complaint.

Although Levern Property Services is committed to providing a high level of service, we accept that, despite our best efforts, problems may arise from time to time. I am therefore sorry that you have found it necessary to complain to us and you can be sure that we will strive to ensure that you are provided with a thorough response to your complaint.

Your complaint, was received on, _____ has been passed to _____ to investigate the points raised in your _____ (letter/phone call/visit) and provide you with a detailed response.

We aim to provide you with a response within 20 working days from when you contacted us. You should therefore receive a reply from us by _____.

If you require further information please contact us on 0141 881 0638.

Yours sincerely,

Name:

Title:

16 - 24 25 - 34 35 - 44 45 - 54 Yes 55 and over