



## Customer Complaints Guide



**One Vision - New North Glasgow**

# ng property (Scotland) Limited Customer Complaints Guide

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This guide describes our complaints procedure and how to make a complaint.

**ng property** aims to provide a first class service to all of our customers and we value your feedback. We recognise from time to time some things can go wrong. When this happens we want to know about it so we can rectify matters and improve our service.

If you are unsure if your enquiry is a complaint or not please see the 'What is a complaint' section on page 1 which has information that may assist you. Alternatively please contact a member of our staff who will be happy to help you.

We are committed to making our service easy to use for all our customers in the community. We will always ensure that reasonable provisions are made to help customers access our services. If you would like help filling in the complaints form in this document please let us know.








We are happy to translate this document in other languages. Please contact us on 0141 560 6000

# What is a complaint?

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## What can I complain about?

You can complain about things like:

-  delays in responding to your enquiries and requests
-  failure to provide a service or our standard of service
-  dissatisfaction with our policy
-  treatment by or attitude of a member of staff or of a contractor
-  our failure to follow proper procedures

## What can't I complain about?

There are some things we can't deal with through our complaints procedure. These include:

-  a routine first-time request for a service, e.g. reporting a repair
-  policies and procedures that have a separate right of appeal
-  a request for compensation
-  a complaint we have already investigated and given a final decision on
-  issues that are in court or have already been heard by a court or a tribunal

## Who can complain?

Anyone can make a complaint to us. We understand that you may be unable, or reluctant, to make a complaint yourself. We can receive complaints from a friend, relative, or an advocate on your behalf, providing we have an authorised signed mandate from you.

# Making a Complaint

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## How do I make a complaint?

You can complain in person at any of our offices or, by phone, in writing, email, on our website ([www.nghomes.net](http://www.nghomes.net)) or by using the complaints form in this leaflet. The complaints form is located on page 7/8 of this guide and you can find all our contact details on page 6.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of staff within the service area you are complaining about. They can then try to resolve any problems on the spot.

When complaining, please tell us:



your full name and address



as much as you can about the complaint



what has gone wrong



how you want us to resolve the matter

## How long do I have to make a complaint?

Normally, you must make your complaint within six months of:



the event you want to complain about, or



finding out that you have a reason to complain, but no longer than 12 months after the event itself

There are exceptional circumstances that we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why on the complaints form within this leaflet, in person, by post, by email or on the phone.

# Complaints Procedure

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## What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

### **Stage 1 Frontline Resolution**

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and in some cases immediate action to resolve the problem.

Cases that cannot be resolved in this way will be responded to within **5 working days**, unless there are exceptional circumstances.





If we can't resolve your complaint at Stage 1 we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through Stage 2.

You may choose to do this immediately or some time after you get our initial response. We can help you with making this request.

### **Stage 2 Investigation**

Stage 2 deals with two types of complaints: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

-  acknowledge receipt of your complaint within 3 working days.
-  discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
-  give you a full response to the complaint as soon as possible and within **20 working days**.
-  If our investigation takes longer than 20 working days, we will agree revised time limits with you and keep you informed.

## What if I'm still dissatisfied?

After we have dealt with your complaint, if you are still dissatisfied with our decision or the way we have dealt with your complaint, you can ask the Housing and Property Chamber to look at it.

The Housing and Property Chamber will try to resolve complaints and disputes between home owners and property factors.

You can contact the HAPC by:

**Telephone:** 0141 302 5900

**Email:** [HPCAAdmin@scotcourtsribunals.gov.uk](mailto:HPCAAdmin@scotcourtsribunals.gov.uk)

**Website:** [www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot)

**Post:** Housing and Property Chamber  
First-tier Tribunal for Scotland  
Glasgow Tribunals Centre  
20 York Street  
Glasgow G2 8GT

The HAPC cannot normally look at:

a complaint that has not exhausted our complaints procedure.  
Therefore it is essential that you contact us first with your complaint and we will ensure we take the complaint through our complaints procedure.

## Advocate Contacts

You can find out about advocates in your area by contacting Citizens Advice Bureau or the Scottish Independent Advocacy Alliance (SIAA).

**Citizens Advice Scotland**

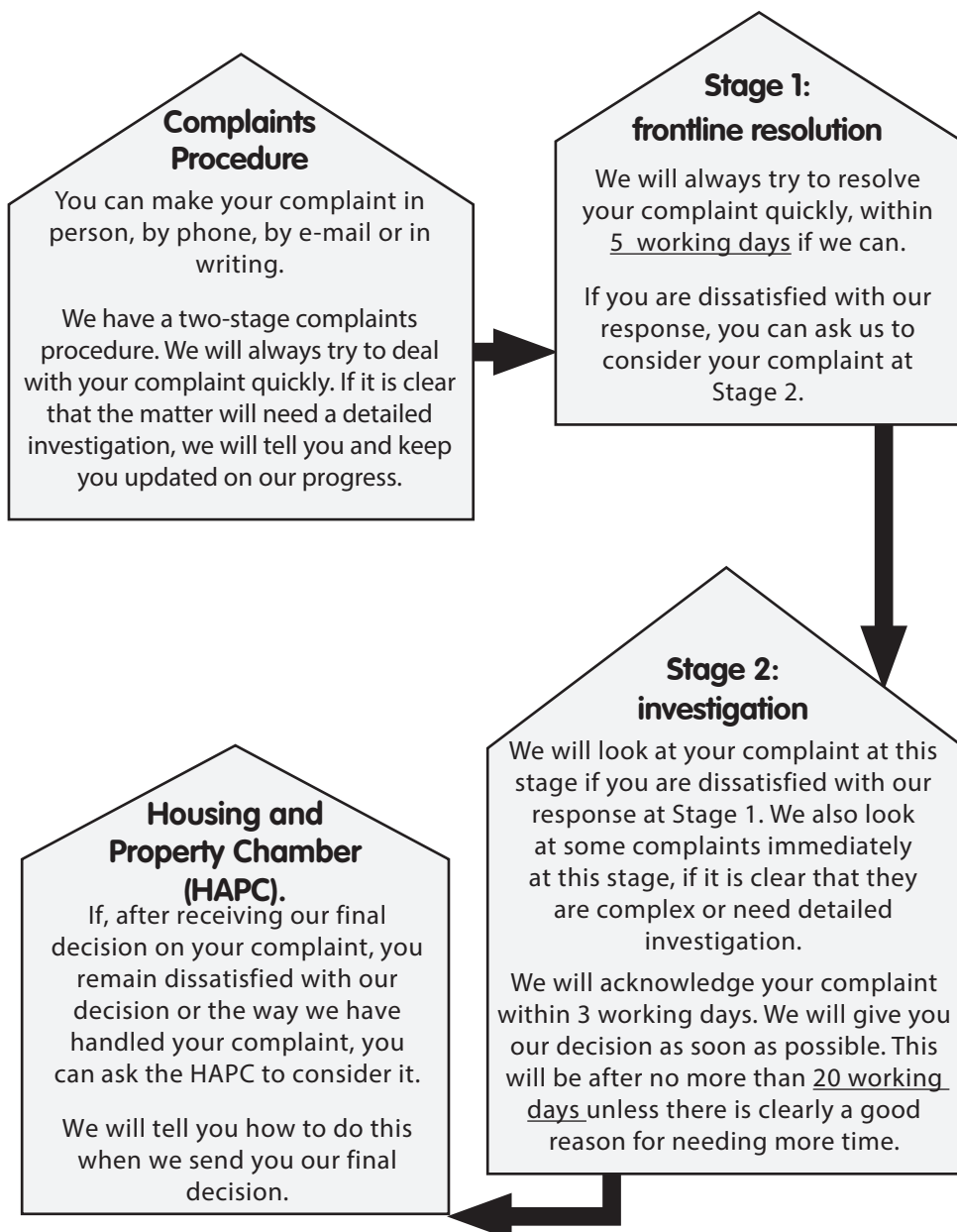
**Website:** [www.cas.org.uk](http://www.cas.org.uk) to find out the details of your local office

**SIAA**

**Telephone** 0131 510 9410 **Website** [www.siaa.org.uk](http://www.siaa.org.uk)

# Quick guide to our complaints procedure

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# Our contact details

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You can contact us on any of the following:

Telephone:

**0141 560 6000**

Visit our website:

**[www.nghomes.net](http://www.nghomes.net)**

Email us:

**[complaints@nghomes.net](mailto:complaints@nghomes.net)**

Visit us at:

## **Springburn Office**

Ned Donaldson House  
50 Reidhouse Street  
Glasgow G21 4LS

## **Possilpark Office**

Saracen House  
139 Saracen Street  
Glasgow G22 5AZ

## **Balgrayhill Office**

33 Lenzie Place  
Glasgow G21 3TZ

We can also provide this leaflet in other languages and formats

(such as **Large Print**, audio and Braille). Please contact us for more details.



# Complaints Form



**Name:**

**Address:**

**Email:**

**Postcode:**

**Telephone No:**

**Full details of your complaint** (include dates, times and officer's name if applicable)

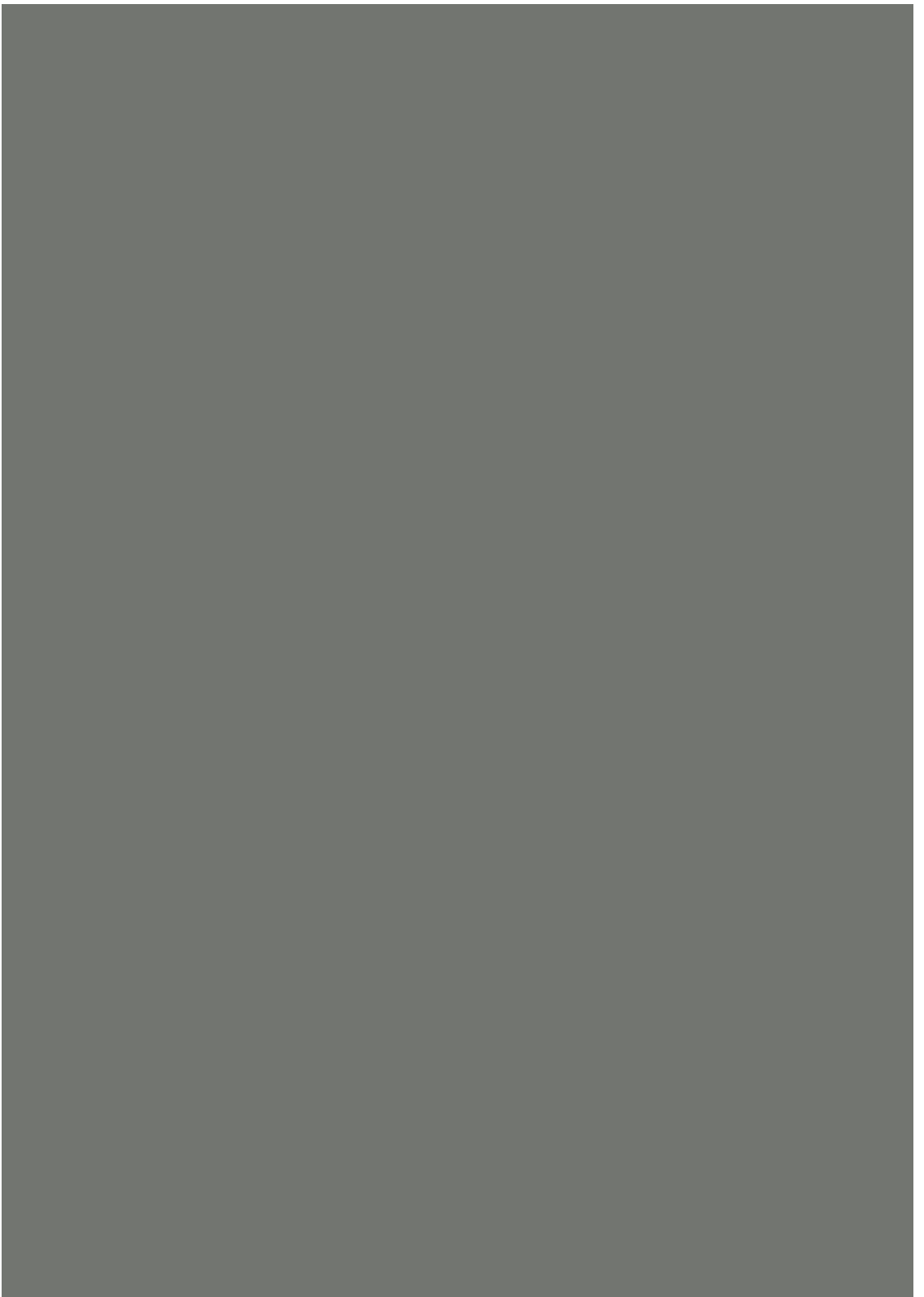
Please continue overleaf

**Please continue your complaint here.**

**What action would you like ng property to take?**

**Signed:**

**Date:**





**ng property**

Possilpark Office  
Saracen House  
139 Saracen Street, Possilpark  
Glasgow G22 5AZ

Telephone: 0141 336 1300  
Email: [info@nghomes.net](mailto:info@nghomes.net)

Web: [www.nghomes.net](http://www.nghomes.net)  
Twitter: [@ng\\_homes](https://twitter.com/ng_homes)

ng property is a subsidiary of company of  
North Glasgow Housing Association  
VAT Reg No. 81 697 6681  
Company No. SC 251415