



**ng homes**  
**Customer Complaints Guide**



**A Community Where People  
Can Flourish and Prosper**

# ng homes

## Customer Complaints Guide

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

ng homes 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
-  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 9.

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 Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:



a complaint that has not exhausted our complaints procedure



events that happened, or that you became aware of, more than a year ago



a matter that has been or is being considered in court

You can contact the SPSO:

**In Person:** SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS

**By Post:** FREEPOST SPSO

**Freephone:** 0800 377 7330

**Website:** [www.spsso.org.uk](http://www.spsso.org.uk)

## Reporting a Significant Performance Failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'.

A significant performance failure is defined by SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord's tenants. If you think you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to SHR.

You can ask us for more information about significant performance failures by contact one of our offices.

The SHR also has more information on their website:  
[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

# Complaints about Factoring

The Housing and Property Chamber will try to resolve complaints and disputes between home owners and property factors. If your complaint is about our factoring service, and you are still dissatisfied after our investigation in Stage 2 you will be able to contact them for advice.

For more information contact them on:

Telephone: 0141 302 5900

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

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

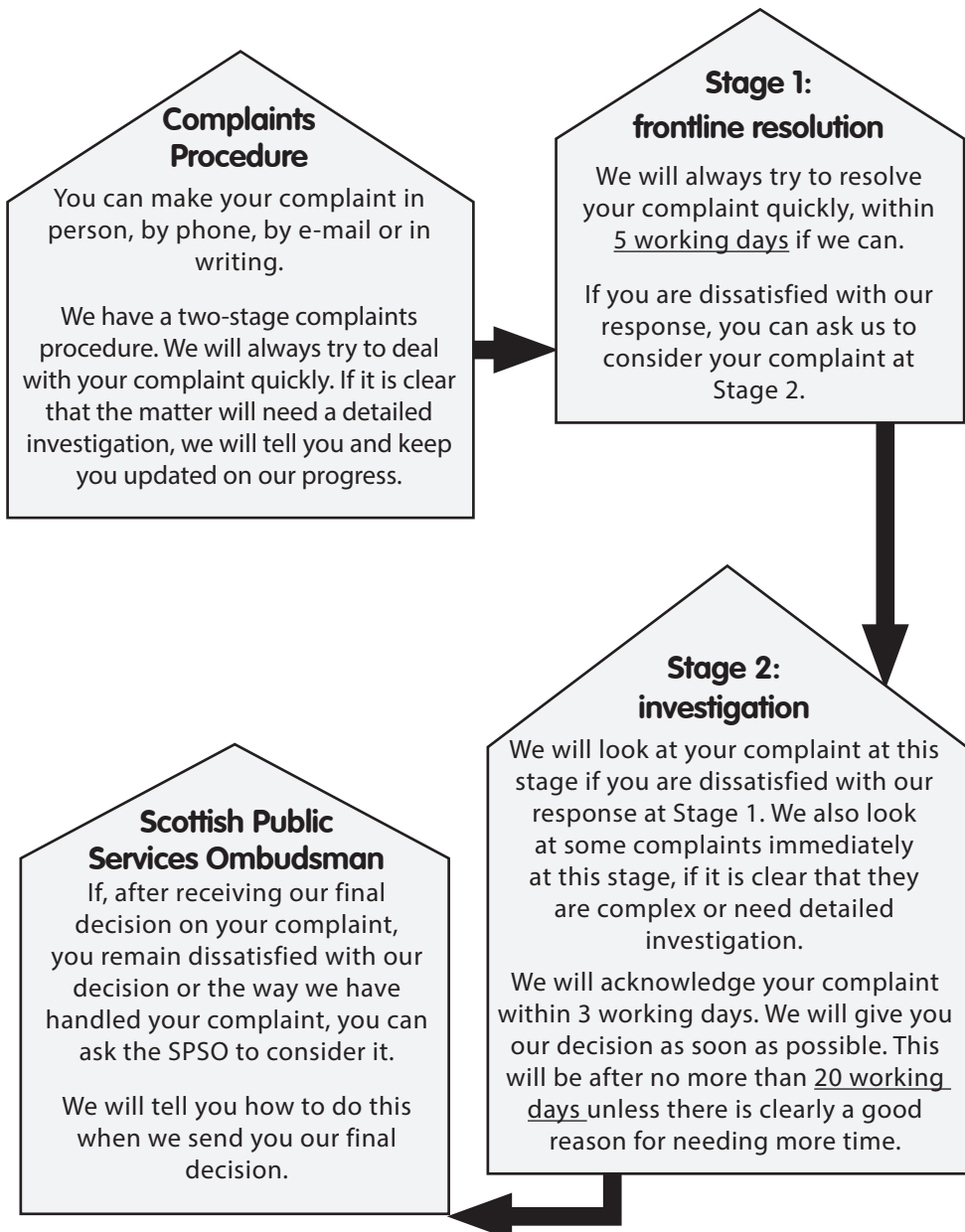
## Advocate Contacts

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

Citizens Advice Scotland: Website: [www.cas.org.uk](http://www.cas.org.uk)

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

# Quick guide to our complaints procedure





# Complaints Form



**Name:**

**Address:**

**Email:**

**Postcode:** **Telephone No:**

**Full details of your complaint** (include dates, times and officer's name, service area if applicable)  
Please continue overleaf

**Please continue your complaint here.**

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

**Signed:**

**Date:**

# 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.

## Our values:

- **We are a quality organisation delivering excellence**
- **We act with integrity**
- **We are friendly and treat people with respect**
- **We are customer focused and put the customer first**
- **We are trusted and trusting**
- **We are accountable**

A large, stylized graphic of a house in shades of grey and black, composed of several overlapping geometric shapes like triangles and rectangles, creating a layered effect.

**ng homes**  
Ned Donaldson House  
50 Reidhouse Street  
Springburn  
Glasgow  
G21 4LS

Tel: 0141 560 6000  
Email: [info@nghomes.net](mailto:info@nghomes.net)  
Web: [www.nghomes.net](http://www.nghomes.net)

**ng homes**  
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Possilpark Office  
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Tel: 0141 336 1300  
Twitter: [@ng\\_homes](https://twitter.com/ng_homes)

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