

Customer Complaints Guide



One Vision - New North Glasgow

ng property (Scotland) Limited Customer Complaints Guide

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?

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

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.ngghomes.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

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 Homeowners Housing Panel (HOHP) to look at it.

The Homeowners Housing Panel will try to resolve complaints and disputes between home owners and property factors.

You can contact the HOHP by:

Telephone: 0141 242 0175

Email: hohpadmin@scotland.gsi.gov.uk.

Website: hohp.scotland.gov.uk

Post: Homeowner Housing Panel
Europa Building
450 Argyle Street
Glasgow
G2 8LH

The HOHP 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).

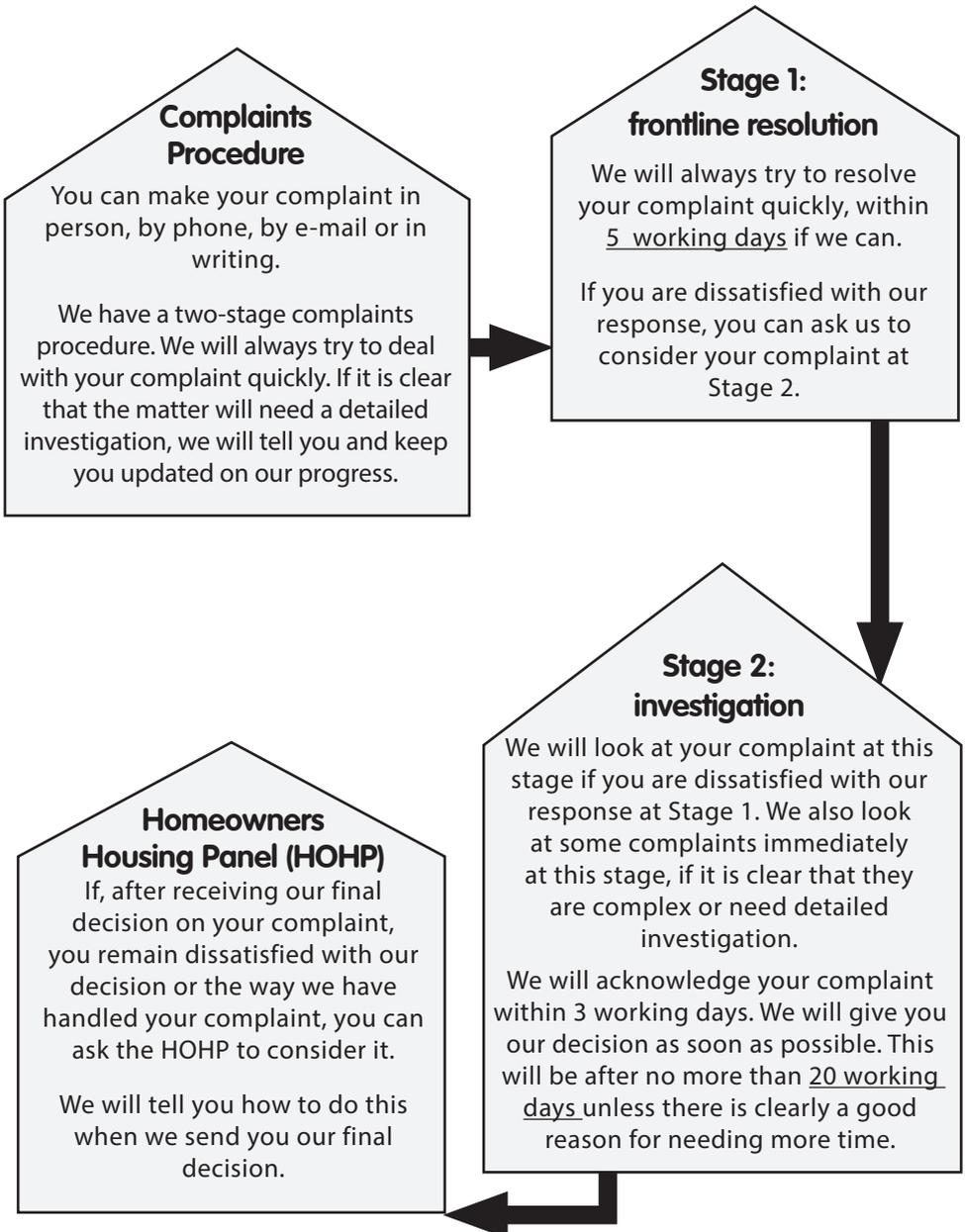
Citizens Advice Scotland

Website: www.cas.org.uk to find out the details of your local office

SIAA

Telephone 0131 260 5380 Website www.siaa.org.uk

Quick guide to our complaints procedure



Our contact details

You can contact us on any of the following:

Telephone:

0141 560 6000

Visit our website:

www.nghomes.net

Email us:

complaints@nghomes.net

Visit us at:

Springburn Office

Ned Donaldson House
50 Reidhouse Street
Glasgow G21 4LS

Possilpark Office

Kenna Rossine House
252 Saracen Street
Glasgow G22 5LF

Balgrayhill Office

33 Lenzie Place
Glasgow G21 3TZ

Wellfield Office

15 Croftbank Street
Glasgow G21 4LP

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
Ned Donaldson House
50 Reidhouse Street
Springburn
Glasgow
G21 4LS

Tel: 0141 560 6000

Fax: 0141 560 6005

Email: Complaints@nghomes.net

Web: www.nghomes.net

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