



Quick Guide to Our Complaints Procedure

This is a summary of our Complaints Handling Procedure. A full copy of the procedure is available either by request or can be downloaded from our website at www.ayrshirehousing.org.uk.

We aim to provide you with an opportunity to let us know if you are unhappy with any aspect of our services.

We also want to learn from our mistakes and put things right.

Complaints Procedure

- ▲ You can make your complaint in person, by phone, by e-mail, on our website or in writing (you may wish to use the form overleaf).
- ▲ We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that your complaint will require a detailed investigation we will tell you.

Stage 1: Frontline Resolution

We will always try to resolve your complaint quickly and within **5 working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We will also look at some complaints immediately at this stage if it is clear that they are complex or require a detailed investigation.

We will acknowledge your complaint at this stage within 3 working days and will try and give you our response to your complaint within 20 working days unless there is clearly a good reason for needing more time.

The Scottish Public Services Ombudsman (SPSO)

If, after receiving our final decision on your complaint, you remain dissatisfied with either our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.



Complaints Form

Name:

Address:

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Telephone:

E mail:

Please tell us in the space below what you wish to make a complaint about. Please tell us what has happened and why you are dissatisfied.

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If you need more space please continue on a separate sheet of paper. Please tell us what you would like us to do to put it right.

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If you need more space please continue on a separate piece of paper.

Please return this form to: **Ayrshire Housing, 119 Main Street, AYR, KA8 8BX**

We can supply this document in a print size to suit. It is also available in Braille, audio and other formats, and in other languages. Our website also has several accessibility features which you may find useful.