

Complaints Policy

Our aims

- To provide an opportunity for you to tell us if you feel unhappy with any aspect of our services.
- To give us a chance to put things right.
- To review how we do things to see if we can improve our services.

If you have a complaint

- Let us know as soon as possible what in your view has gone wrong.
- Usually you should complain to the member of staff who has been dealing with the matter.
- You can do this on the telephone, by e-mail, in writing or by making an appointment to see the staff member concerned, or you may wish to complete the form overleaf.
- If you are still not satisfied, or are not comfortable about involving the staff member you should then contact the Housing Manager.
- If the problem cannot be resolved to your satisfaction, you should contact the Director. This also gives an opportunity for your complaint to be reviewed to ensure that the policies and procedures have been followed fully

How we deal with a complaint

- All complaints will be acknowledged in writing within 3 working days. We then aim to write to you within 10 days of receiving your complaint to advise you of the outcome.
- We will investigate all complaints to see what has gone wrong and why. We will treat all complaints positively and sensitively, looking to see what lessons we can learn from them.

How to appeal if you are still dissatisfied

- Write to the Secretary to the Board of Ayrshire Housing, 119 Main Street, Ayr. Your complaint will be acknowledged and an Appeal Hearing arranged. You will be invited to attend if you wish to speak about your complaint. A friend or advisor can come with you.
- The Appeals Panel will consist of three members of the Board. They will inform you of their decision within 5 working days of the hearing. You will also be advised of the reasons for the Panel's decision.

The Scottish Public Services Ombudsman

If you are still dissatisfied you may take up your case with the Ombudsman.

The Ombudsman will, however, usually only become involved once you have exhausted the internal appeals procedure described above.

The Ombudsman can be contacted at:

Scottish Public Services Ombudsman
4 Melville Street
Edinburgh
EH3 7NS

Tel: 0870 011 5378

Fax: 0870 011 5379

Email: enquiries@scottishombudsman.org.uk

Web: www.scottishombudsman.org.uk

This is a summary of our complaint policy a full policy is available from Ayrshire Housing, 119 Main Street, Ayr, KA8 8BX Tel 01292 880120 or www.ayrshirehousing.org.uk

Ayrshirehousing

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 with the situation.

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If you need more space, continue on an attached 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, continue on an attached sheet of paper.

Please return this form to:

Ayrshire Housing
119 Main Street
Ayr
KA8 8BX