



<b>Title</b>	<b>Complaints Policy</b>
<b>Purpose</b>	<p>All staff in MHA have a shared responsibility to handle complaints, doing so in the correct manner will enforce our passion in people and ensure shared learning across the organisation.</p> <p>This policy describes our overall arrangements for handling complaints and is supported by the Complaints procedures (A48) and should be read in conjunction with the Redress Policy (A47). Both this Complaints Policy and procedures comply with:</p> <ul style="list-style-type: none"> <li>i) The Statement of Complaints Handling Principles produced by the Scottish Public Services Ombudsman (SPSO) under the Public Services reform (Scotland) Act 2010 and published in January 2011.</li> <li>ii) The SPSO Model Complaints Handling Procedure for registered Social Landlords, published in April 2012.</li> </ul>
<b>Scope</b>	This policy is applicable to all Maryhill Housing Association staff in dealing with complaint from any source.
<b>Definitions</b>	<p><b>Complaint</b> A complaint is any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us, or on our behalf.</p> <p><b>Complaints Stages</b> There are two stages for handling complaints within MHA: Stage 1 – Frontline resolution Stage 2 – Investigation</p> <p><b>SPSO</b> SPSO is the Scottish Public Service Ombudsman, they class themselves as the 'last resort', and look at complaints which have been through the formal complaints procedure without reaching a conclusion that meets the customer's satisfaction.</p>
<b>Policy Statement</b>	<p>In implementing this policy and the supporting procedures we aim to comply with the SPSO Statement of Complaints Handling Principles, which states that effective complaints handling is:</p> <p><b>User Focused:</b> It puts the customer at the heart of the process.  <b>Accessible:</b> It is appropriately and clearly communicated, easily understood and available to all.  <b>Simple and Timely:</b> It has as few steps as necessary within an agreed and transparent timeframe.  <b>Thorough, proportionate and consistent:</b> It should provide quality outcomes on all complaints through robust but proportionate investigation and the use of clear quality standards.  <b>Objective, impartial and fair:</b> It should be objective, evidence based, and driven by the facts and established circumstances, not assumptions, and this should be clearly demonstrated.</p> <p>And should:</p>

	<p><b>Seek early resolution:</b> It aims to resolve complaints at the earliest opportunity, to the service user's satisfaction wherever possible and appropriate.</p> <p><b>Deliver improvement:</b> It is driven by the search for improvement, using analysis of outcomes to support service delivery and drive service quality improvements.</p> <p>We will provide the relevant training required by all staff who have to deal with complaints in the course of their duties.</p> <p>Stage 1 complaints will be:</p> <ul style="list-style-type: none"> <li>• Issues that are straight forward and easily resolved, requiring little or no investigation</li> <li>• Dealt with at the 'front line', i.e. by an appropriate staff member who can deal with the complaint quickly</li> <li>• Replied to with an 'on the spot' apology, explanation or other action to resolve the complaint right away, or in the majority of cases within 5 working days unless there are exceptional circumstances and an extension is agreed with the complainant.</li> </ul> <p>Stage 2 complaints will be:</p> <ul style="list-style-type: none"> <li>• Issues that have not been resolved at Stage 1</li> <li>• Issues that are complex, serious or high risk, normally requiring thorough investigation (these will include complaints against the attitude or behaviour of staff, Committee members, volunteers or contractor staff);</li> <li>• Passed to the Corporate Support Team for investigation, co-ordination and reply;</li> <li>• Acknowledged within 3 working days and replied to within 20 working days, unless there are exceptional circumstances and an extension is agreed with the customer.</li> </ul> <p>Scottish Public Services Ombudsman (SPSO) Stage: If the customer is still dissatisfied following Stage 2 reply, they will be advised that they may appeal to the SPSO and will be given information to assist them to do so.</p> <p>We will ensure that the appropriate details of each complaint and the outcome are recorded at each stage in the process on our internal software system (SDM). For full details, refer to the procedure supporting this policy.</p> <p>On a monthly basis, the Operational Team will monitor the progress with dealing with current complaints and will consider any action required as a result of emerging trends. On a yearly basis MHA will provide a return on complaints to the Scottish Housing Regular in the Annual Return on the Charter (ARC).</p>
Approval	Person Position Date
Policy Owner	Performance & Governance Manager
Review	2019