

Inspiring  
people



**Maryhill**  
HOUSING

# COMPLIMENTS & COMPLAINTS

ALL YOU NEED TO KNOW



[www.maryhill.org.uk](http://www.maryhill.org.uk)

# Giving Us a Compliment

Please tell us if you want to pass on a compliment or say thanks to our staff, it's nice to know that we are doing a good job. We can also learn from and build on the good things. We pass on any compliments we receive to the relevant staff and their manager. To make a compliment please contact us via our contact details listed on page 3.

## Making a Complaint

### Who can make a complaint?

Anyone who is unhappy with our services can make a complaint to us. This can include someone acting on your behalf if you have agreed that they can do so.

### What is/is not a complaint?

What is a complaint?	What is not a complaint?
Delays in responding to your enquires and requests	A request for information or explanation
Failure to provide a service or the service provided is not of an acceptable standard	Policies or procedures that come under separate appeals procedures
Failure to carry out a repair within the designated timescale	Insurance claims
Refusal to give advice or answer a question	A complaint which the Ombudsman has already investigated and decided on
Treatment by or attitude of a staff member	A first request for a service
Our failure to follow proper procedure	Complaints that are already in court, have been heard in court or in a tribunal

# How to make a complaint

You can make a complaint in person at our offices, by telephone, by e-mail or by using the complaints form at the back of this booklet.

Since it is our aim to resolve our complaint quickly, it helps if you speak to the appropriate department or member of staff directly. This will allow

them to try and resolve the complaint on the spot.

Please provide as much information as possible in relation to the complaint along with your full name, address and preferred means of communication.

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## Timescales for making a complaint

Any complaint must be made within twelve months of the event or incident happening.

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## Contact details

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

**E-mail:** [enquiries@maryhill.org.uk](mailto:enquiries@maryhill.org.uk)

**Telephone on:** 0141 946 2466

**Call into our office/s:**

45 Garrioch Road, Glasgow, G20 8RG or 29 Glenavon Road, Glasgow, G20 0HN

**Or write to us at our main office:** 45 Garrioch Road, Glasgow, G20 8RG

# What Happens Once a Complaint is made?

Your complaint is recorded along with any action taken. There is a two stage process and complaints can be dealt with in writing, by email, face to face, and by telephone. All complaints are reported annually to the Housing Regulator and form part of our reports for the Scottish Social Housing Charter. We also publicise our complaints performance externally and advise customers of any changes/improvements to service delivery which results from complaints.

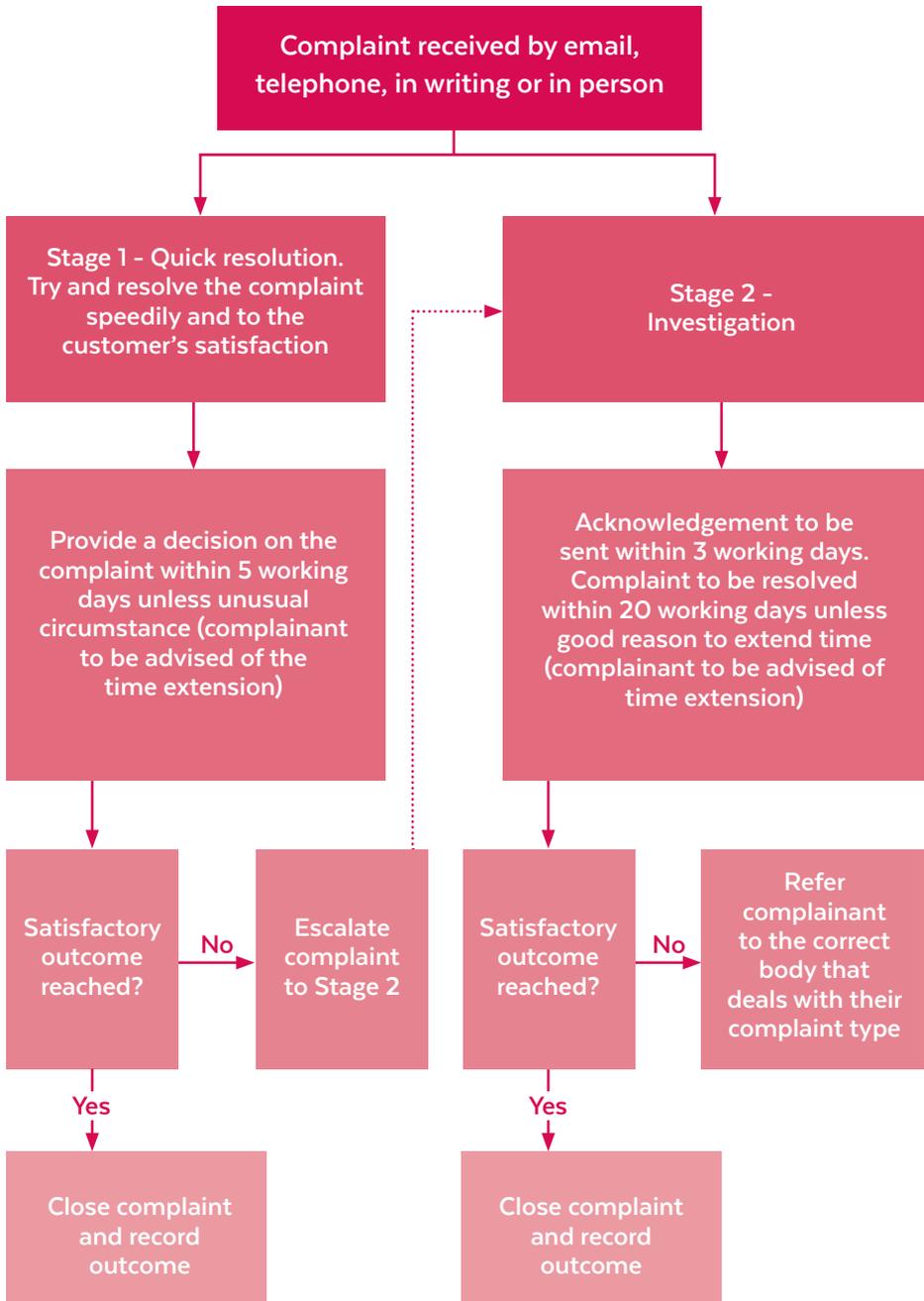
## Stage One - Frontline

Frontline Resolution is concerned with resolving complaints quickly and on-the-spot if possible. When we receive a complaint we must give a decision within five working days unless there are exceptional circumstances. In these cases we agree a timescale with you of no more than an additional five working days. Consent to this extension of time must also be given by a senior manager. If the complaint is not resolved at this stage it will be progressed onto the investigation stage.

## Stage Two - Investigation

Investigation stage complaints are those complaints which have not been resolved at stage one or are too complex to deal with at this stage. The complaint must be acknowledged within three working days and resolved within twenty working days. Again, any revision on this timescale must be agreed with you and you will be kept updated on progress.

## Please see the flow chart below detailing the different stages



# What happens if I am dissatisfied with the outcome after investigation stage?

## Complaints from tenants

If you are unhappy with the way your complaint has been dealt with or the outcome after our investigation, you can refer your complaint to the Scottish Public Sector Ombudsman.

**The Scottish Public Services Ombudsman can be contacted as follows:**

**In person:** SPSO, 4 Melville Street, Edinburgh, EH3 7NS

**By post:** SPSO, Freepost EH641, Edinburgh, EH3 0BR

**Freephone:** 0800 377 7330

**Online contact:**  
[www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

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

**Mobile site:** [www.m.spsso.uk](http://www.m.spsso.uk)

## Complaints about factoring

If you are not satisfied with our final response, you can approach the Scottish Government's First-tier Tribunal for Scotland (Housing and Property Chamber). They will try to resolve complaints and disputes between homeowners and property factors.

You can contact the Scottish Government's First-tier Tribunal for Scotland (Housing and Property Chamber) as follows:

**By post:** Housing and Property Chamber, First-tier Tribunal for Scotland, 4th Floor, 1 Atlantic Quay, 45 Robertson Street, GLASGOW, G2 8JB

**By telephone:** 0141 302 5900

**By email:**  
[HPCAdmin@scotcourtribunals.gov.uk](mailto:HPCAdmin@scotcourtribunals.gov.uk)

**Website:** <https://www.housingandpropertychamber.scot/>

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## Significant Performance Failures

A significant performance failure is defined by the Scottish Housing Regulator 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".

In instances where someone wishes to report a significant performance failure they should initially report it to the Association and if they are dissatisfied

with the outcome they can approach the Scottish Housing Regulator.

A complaint between an individual tenant and the landlord is not a significant performance failure. For more information on significant performance failures please visit the Scottish Housing Regulator website at:

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)  
or telephone: 0141 271 3810



# COMPLAINTS FORM

Please use this form if you wish to make a complaint in writing about the service you have received from Maryhill Housing. You can also make a complaint over the telephone, in person or by email. Please ensure you provide the most accurate and up to date contact details in order to allow us to respond to your complaint.

## ABOUT YOU

Name: .....

Address: .....

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Flat position (if applicable): .....

Postcode: .....

Email address: .....

Mobile phone number: .....

Home phone number: .....



## ABOUT YOUR COMPLAINT

1) Please give details of your complaint (include dates and full particulars where possible)



2) What would you like Maryhill Housing to do to resolve your complaint?

