

# QUICK GUIDE TO OUR COMPLAINTS PROCEDURE

## Complaints procedure

You can make your complaint by phone, by email, online, in writing, or in person.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need investigation, we will tell you and keep you updated on our progress.

## Stage 1: Frontline response

We will always try to resolve your complaint quickly, within **five 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 also look at some complaints immediately at this stage, if it is clear that they need investigation.

We will acknowledge your complaint within **three working days**.

We will confirm the points of complaint to be investigated and what you want to achieve.

We will investigate the complaint and give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.

## Scottish Public Services Ombudsman

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

**By post**                      **Freepost SPSO**

(this is all you need to write on the envelope, and you do not need to use a stamp)

**Freephone**      **0800 377 7330**

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

Where you feel there may be a significant performance failure you can contact the Scottish Housing Regulator. This [web page](#) on the Scottish Housing Regulator's website explains what this type of complaint is and when you can contact the Regulator.

See the Regulator's factsheets here:

[Read Complaints about a regulated body](#)

[Read Significant performance failures: information for tenants of social landlords](#)

There are some complaints about housing that have an alternative route for independent review. We will tell you how to seek independent review when we give you our final response on your complaint.