



HILLCREST HOUSING ASSOCIATION LIMITED

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যদি ইংলিশ আপনার মাতৃভাষা নয় এবং আপনি এই দলিলের অনুবাদ চান তাহলে অনুগ্রহ করে ডাব্লিউ ট্রান্সলেশান অ্যান্ড ইন্টারপ্রেটেশান সার্ভিসকে যোগাযোগ করুন, টেলিঃ 01382 431563

如果英语不是你第一语言，而你需要此文件译本，请电01382 431563 丹地翻译服务联络。

Jeżeli angielski nie jest Twoim pierwszym językiem i potrzebujesz przetłumaczenie tego dokumentu proszę skontaktować Dundee Translation and Interpretation Service pod numerem 01382 431563.

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਜ਼ਬਾਨ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਸੀਂ ਇਸ ਡਾਕੂਮੈਂਟ (ਦਸਤਾਵੇਜ਼) ਦਾ ਤਰਜਮਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਪ੍ਰਿੰਪਾ ਕਰਕੇ ਡੰਡੀ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਅਤੇ ਇੰਟਰਪਰੈਟੇਸ਼ਨ ਸਰਵਿਸ ਨਾਲ 01382 431563 ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر انگریزی آپ کی مادری زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے کی ضرورت ہے تو ہمارے مہربانی ڈیٹری ٹرانسلیشن اینڈ انٹراپریٹیشن سروس سے فون نمبر 01382 431563 پر رابطہ قائم کریں۔

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Signed _____

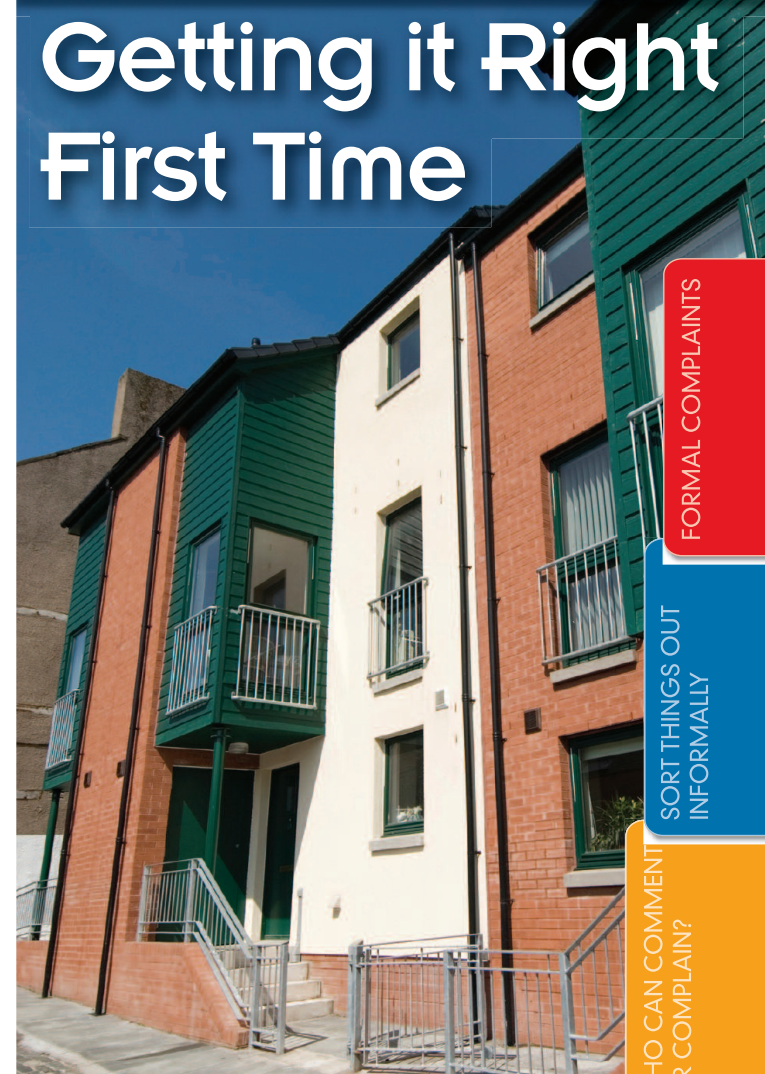
Date _____

Please return to 4 South Ward Road, Dundee DD1 1PN.



Comment or Complain

Getting it Right First Time



FORMAL COMPLAINTS

SORT THINGS OUT
INFORMALLY

WHO CAN COMMENT
OR COMPLAIN?

www.hillcrestha.org.uk



Our aim is to 'get it right first time' – but we realise that we will not always achieve this. This leaflet explains how you can make a comment or complaint about our services.

Letting us know your views is important as it gives us the opportunity to put things right.

Who can comment or complain?

Anyone who requests or receives a service from us – for example an applicant, tenant, sharing owner, factored owner, supplier or contractor – can use this procedure.

If you prefer, someone acting on your behalf such as your local Councillor, Member of the Scottish Parliament (MSP) or the Chairperson of a local Tenants' Association can comment or complain on your behalf.

What can you comment or complain about?

You can make a comment or complaint about any aspect of our services, for example:

- Delays in carrying out repairs to your property.
- The standard of repairs to your property, or the way the work was carried out.
- How we have dealt with your application for housing.

- Delays or mistakes in paying an invoice.
- How well or otherwise we have provided you with information you have asked for.
- The way we respond to any contact from you – especially if you feel that an employee or a contractor has behaved badly towards you.
- If you feel that you have been discriminated against in any way.

Comments and suggestions

We appreciate receiving comments on how well we are providing our services and any suggestions you may have for improving how we do things. We also appreciate knowing when things have gone well! If you have a comment or suggestion, please either e-mail us (see back page for details) or use the comments form attached to this leaflet.

What this procedure does not cover

This procedure does not cover any complaints you have about your neighbours. These are covered by a different procedure, but if you have a comment or complaint about the way we have dealt with a disagreement or dispute involving your neighbours, then you can use this procedure.

Unacceptable behaviour is not covered by this procedure. Please refer to our Unacceptable Actions Policy for more information. This sets out the accepted level of behaviour from complainants.

Anonymous complaints

We will not be able to deal with anonymous complaints.



Sorting things out informally

Many problems can be sorted out quickly and informally by speaking to the employee who deals with the matter.

We would encourage you to use the informal approach first.

To help you ask for the right person when you 'phone or call into our office:

- Informal comments and complaints will normally be those which can be acted on and where appropriate resolved without the need for investigation or any other delay. Brief details of informal complaints will be recorded at Departmental level for internal monitoring purposes, but they will not be recorded in the formal complaints register. Contact the Director of the relevant Department to give details.

If you are not sure who to ask for, our Customer Service Advisors will help you. If the person you need to speak to is not available, you can leave a message on their voice-mail.

The person you speak to will let you know what can be done about the matter and how long it should take for the matter to be sorted out.

Formal complaints

While we would hope that most problems can be sorted out quickly and informally, you do have every right to make a formal complaint.

Whenever possible you should try to write to us within 2 weeks of the event or incident you are not happy about. If you contacted us informally first, but you are not happy with our reply and wish to take the matter further, please try to contact us within 2 weeks of our reply to your informal complaint.

Making a formal complaint

Normally formal complaints will be by letter or using the complaints form attached to this leaflet, giving as much detail as possible, to The Risk & Compliance Manager, Hillcrest Housing Association, 4 South Ward Road, Dundee, DD1 1PN. Assistance to do this will be provided on request.

You may want to have some independent advice before you decide to make a formal complaint. Some of those who could help you are:

- Your local Citizens Advice Bureau
- Your local Councillor
- A solicitor (but you may have to pay for this service)

What will happen next?

We will write to you within 5 working days to acknowledge that your complaint has been received.

We will look into your complaint and will write to you again within 2 working weeks to let you know the results of our investigation.

Your complaint may be a complicated one and we may need more than two weeks to finish our enquiries. When this happens we will still write to you at the end of 2 weeks to let you know what is happening and to give you an estimate of when we think we will be sending you a final reply.

If you are still not happy

If you feel that your complaint has not been dealt with satisfactorily, or you are unhappy with the reply, you may appeal. In our letter replying to your complaint we will let you know who you may appeal to, and when your appeal needs to be received for us to consider it.

