

MAKING

COMPLAINTS TO BHA

Complaints help us to improve our services and we encourage people to let us know when things go wrong. Even the most minor of complaints can highlight a weakness in our systems or practises.

We are committed to providing the best service possible to our tenants and aim to resolve problems as quickly as we can and take steps to avoid repeat mistakes on our part.

WHEN SHOULD I COMPLAIN?

If you are not happy with:

- A service which you have already raised with a department
- The time taken to deliver a service
- The attitude of our staff or contractors
- A decision we have made
- Our policies or procedures
- The accuracy of information we have given you
- A failure to meet our responsibilities

This must be done within 6 months of the date the issue arose.

WHO CAN COMPLAIN?

Anyone who receives or asks for a service from Berwickshire Housing Association, or their representatives such as Solicitors, Councillors and MSPs.

Please note that we will need a letter signed by you confirming you are happy for your representative to act on your behalf.

THE BHA PLEDGE

We will:

- Deal with your complaint as quickly as possible
- Handle it fairly and politely
- Investigate it fully
- Explain things clearly and simply
- Keep your complaint confidential at all times
- Apologise when we get things wrong
- Give you the chance to tell us how you think our service could be improved

EASY WAYS TO COMPLAIN

Contact ANY member of staff:

- By calling us on 01361 884000
- In person at any of our offices
- By writing to us at
BHA, 55 Newtown Street, Duns TD11 3AU
- By emailing us at
complaints@berwickshirehousing.org.uk

COMPLAINT STAGES

Stage 1 - Handled by the Tenant Communication Officer (TCO)

At Stage 1 we will:

- Acknowledge receipt of your complaint within 2 working days
- Discuss your complaint with you to establish why you are unhappy and what outcome you are looking for
- Provide you with a full response to your complaint within 5 working days

If our investigations take longer than 5 working days we will write to you and inform you, which may take a further 10 working days to resolve.

Stage 2 - Handled by the Operations Director and assisted by the TCO, who may at this stage ask a Tenant Board Member or Tenant Volunteer to help with the investigation.

At Stage 2 we will:

- Acknowledge receipt of your complaint within 3 working days

- Discuss your complaint with you to establish why you are unhappy and what outcome you are looking for
- Give you a full response within 20 working days

If our investigations take longer than 20 working days we will write to you and inform you, which may take a further 10 working days to resolve.

IF YOU ARE STILL NOT HAPPY

Once we have fully investigated your complaint, but you are still not happy with our decision, or the way we dealt with your complaint you can ask the Scottish Public Services Ombudsman (SPSO) to take up your complaint.

They will look at your complaint only if:

- You have completed the Berwickshire Housing Association Complaint Procedure and reached the end of Stage 2
- If it is about an issue and event within the past year
- When it has not been (or due to be) considered in court

The SPSO's contact details are:

Address: SPSO
4 Melville Street
Edinburgh
EH3 7NS

Freephone: 0800 377 7330

Online contact: www.spso.org.uk/contact-us

Website: www.spso.org.uk

Mobile Website: m.spso.org.uk