



**Comments &
complaints**

We take complaints seriously

**and will do everything we can to resolve them quickly
and to your satisfaction**

Comments & complaints

We consider a complaint to be any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

How to complain

If you have a complaint there are several ways you can bring it to our attention. For small problems it is usually best to keep things informal, speak to a member of staff and explain your problem to them. They will do their best to resolve the issue there and then.

If your complaint is more serious then it is usually best to make it in writing, to make sure we get all the facts straight. This can be done in a number of ways including:

- **Electronically either by email or through our website**
- **In a letter**
- **By using the form included with this leaflet**



You can also complain over the phone, in person or through a third party such as Citizens Advice. You do not have to give your name when complaining, however if you choose not to then we won't be able to give you a direct response.

When complaining remember to make it clear that it is a complaint you are making and also let us know what you would like done about it.

We will not always be able to provide all information requested. For example, we are not allowed to discuss someone else's housing application or give out confidential information about another person.

Complaints about Tenancy Support

If your complaint is about our Tenancy Support service you can contact the Care Inspectorate directly at any point during the complaints process. You can:

- fill out a complaints form on their website www.scswis.com
- phone them on 0845 600 9527
- send an email to enquiries@careinspectorate.com
- write to them at Care Inspectorate, Stuart House, Eskmill, Musselburgh, EH21 7PB

What happens next?

We will make every effort to resolve your complaint as quickly as we can. When we can't provide a satisfactory solution straight away we will use our two stage complaints process:

Stage 1 - Frontline resolution

Stage 2 - Investigation

Frontline

Staff will let you know if they are able to provide a solution to the problem and when they will get back to you.

We aim to resolve complaints within five working days, unless there are exceptional circumstances.

Investigation

When we aren't able to resolve an issue informally we will conduct further investigations at a more senior level.

When an investigation is necessary we will acknowledge your complaint within three working days.

Wherever possible you will have a single member of staff as the point of contact for your complaint who will update you on progress.

We will provide a full, written response within 20 working days, unless there are exceptional circumstances. If we require more time to investigate we will let you know and give you a revised timescale.

In exceptional cases, where there is good reason, we may agree to an additional internal review.



Still not happy?

If you are still unhappy once we have conducted a thorough internal investigation then you can take your complaint to the Scottish Public Services Ombudsman (SPSO). Usually you need to contact the Ombudsman within one year of the issue first arising. Please see the back cover of this leaflet for full contact details.



How we record and monitor complaints

We have a quarterly complaints log that is available on our website (without names) and also on request from our office in Dalkeith.

We also publicise summary information in our newsletter. Where possible we try to show how we have used complaints to learn how we can do things better and improve our service.

Further information

If you would like more information or a copy of our full complaints policy, please speak to a member of staff.



Making a complaint

If you are unhappy with any part of our service please let us know so that we can try to put it right. If, having spoken to us, you are still dissatisfied, you have the right to contact the Scottish Public Services Ombudsman within 12 months of the problem first arising. You can contact the Ombudsman at:

Scottish Public Services Ombudsman
Freepost SPSO T:0800 377 7330 • ask@spso.org.uk



High Quality Homes • High Quality Services
Support for Tenants • Support for Communities

Get in touch

Please let us know if you would like this leaflet in large print, as an audio CD or in a language other than English. Contact us at:

The Corn Exchange
200 High Street
Dalkeith
Midlothian | EH22 1AZ
T: 0131 654 2733
F: 0131 663 8855
info@melville.org.uk
www.melville.org.uk