



## Customer Care

At Melville Housing we are committed to delivering a quality service in a professional manner to all our customers.

### Our customer care standards

All staff will:

- be prompt, polite and helpful at all times
- introduce themselves and show identification when asked
- see to your phone call/enquiry as quickly as possible
- make every effort to meet any request that our policies allow
- provide customers with the best advice and assistance possible
- make arrangement to visit you at home at a mutually convenient time

Our offices will:

- be clean and tidy
- be free from health and safety risks
- provide privacy for personal discussions
- be clearly signed with opening hours on display
- have out of hours emergency numbers on display
- have up to date and relevant information readily available
- be accessible to those with disabilities as far as reasonably possible
- provide induction loops for those with hearing difficulties and interpretation services for those whose first language is not English

As an organisation we will:

- provide comment cards to record your views on our services
- aim to acknowledge letters within five working days using plain English
- publish information about our services and performance
- protect the privacy of all tenants and treat all personal information in the strictest confidence and in accordance with General Data Protection Regulations (GDPR)

## Communication

We will communicate regularly and openly with you, sharing all relevant Melville Housing information. We will:

- use plain English in all materials
- issue regular newsletters (at least three a year) to all tenants
- provide a helpful and easy-to-use website
- provide a range of clear and helpful leaflets to explain our services and policies
- consult you on key matters before a final decision is reached
- answer all queries on the work of the Association provided the information is not commercially sensitive or covered by GDPR

## Round-the-clock service

We offer a round-the-clock service. To ensure a high level of service even when our offices are closed we provide:

- an answer phone service which is clear, concise and up-to-date and which is checked first thing every morning
- a dedicated 24-hour emergency hotline
- a comprehensive range of online service available through our website

When our office is closed an automated switchboard will transfer customers to their choice of emergency contractor.

## Protecting personal information

In line with GDPR we treat all personal information lawfully and correctly and safely destroy any information we no longer require.

We collect a wide range of information including any personal details you give us, such as your name, address, email address, etc. Our website also stores your IP address (this is your computer's individual identification number) which is automatically logged by our web server.

We record some phone calls (incoming and outgoing) for the purposes of monitoring and staff training. If your phone call is being recorded, you will be notified by a message at the start of the conversation.

Melville will only use any personal information we hold to help meet housing needs and to deliver and improve our housing-related services.

We treat personal data as confidential. We may give information to other organisations, such as, but not limited to, your local council, government departments and utility companies, and we may also get information about you from these same types of organisations. We will only pass on, or request, personal information as the law allows.

Contact Melville Housing's Communications Manager if you would like to:

- access the information we hold about you
- get a copy of our full Data Protection policy
- update or remove any personal information we hold on you



### **Treating customers equally and fairly**

Melville Housing does not allow discrimination, harassment or exclusion in any area of its business and works hard to make sure that customers, staff and members of the wider community, are treated fairly and equally.

Where customers visit our office or when our staff visit customers in their homes we can, on request, provide a translation service. We can also provide written information in a variety of formats, including:

- Large print
- Languages other than English
- As an audio file

To assist those with hearing difficulties we also have a loop system at reception and portable loop systems that can be used in our interview rooms and in your home.

If you feel that you've suffered discrimination, or if you think we could do more to meet the needs of customers, please let us know.





## Complaints

We take complaints seriously and use all feedback to improve our service to you.

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.

We will:

- 1 Deal with complaints immediately, wherever possible
- 2 Inform you of, and assist you with, the full procedure if we cannot resolve a complaint immediately
- 3 Acknowledge all complaints in writing, giving a timescale in which we intend to respond
- 4 Carry out a full investigation
- 5 Inform you of the outcome and decision, including any possible compensation
- 6 Inform you of our appeals process and how to get in touch with the Scottish Public Services Ombudsman

### 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 filling in a complaints form

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.

For complaints about Tenancy Support you can contact the Care Inspectorate directly by visiting [www.scswis.com](http://www.scswis.com), emailing [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com) or phoning 0845 600 9527. You can write to them at Care Inspectorate, Stuart House, Eskmill, Musselburgh, EH21 7PB.

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.



### **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 will 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.

### **Scottish Public Services Ombudsman**

If you are not happy having been through our full complaints process, you can contact the Scottish Public Services Ombudsman within 12 months of the problem first arising.

Scottish Public Services Ombudsman  
Freepost SPSO  
0800 377 7330  
[www.spsso.org.uk](http://www.spsso.org.uk)

### **The Scottish Housing Regulator**

(SHR), the independent regulator of RSLs and local authority housing services in Scotland, monitors our performance and makes sure we provide a good service. The SHR does not deal with individual complaints but if you think there has been a significant failure in our performance, that is something that puts the interests of tenants at risk and that we have failed to resolve, then you can contact them by:

- emailing [shr@scottishhousingregulator.gsi.gov.uk](mailto:shr@scottishhousingregulator.gsi.gov.uk)
- or by calling 0141 271 3810