



KINGDOM

Group

Complaints Comments & Compensation Policy Statement

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COMPLAINTS, COMMENTS AND COMPENSATION POLICY STATEMENT

1. Introduction

As an organisation that provides services to members of the public, we will from time to time receive complaints, comments and claims for compensation. This policy statement sets out how we will deal with each of these.

2. Complaints

We have adopted the Scottish Public Services Ombudsman's Complaints Handling Procedure and copies of this are available upon request or from our website.

3. Comments

We welcome any comments from an individual in respect of our service delivery, effectiveness, or efficiency. We will collate all comments received and consider these when reviewing our processes and procedures.

In respect of our Support and Care Service, comments received will be acknowledged and investigated as a concern in the first instance. Concerns which are not resolved to your satisfaction can be further investigated through our Complaints Handling Procedure.

4. Compensation

Claims for compensation that are not associated with a complaint will be dealt with under our Claims and Compensation Procedure.

5. Unacceptable Actions

We also have an Unacceptable Actions Policy and Procedure which sets out our approach in dealing with the unacceptable behaviour or actions of complainants or those claiming compensation.

6. Corporate Governance and Sustainability

We are committed to the principles of good corporate governance and sustainability and will endeavour to develop fair and consistent policies, procedures and practices.

In line with our commitment to equality and diversity, this procedure can be made available in a variety of formats, including large print, translated into another language or other media. Reasonable adjustments will also be made to assist individuals who have a disability.



7. Role of Departments (Complaints Handling)

Departmental/Area Managers will be responsible for the following:

- Recording and investigating complaints in line with the SPSO's requirements.
- Complying with timescales and following up actions according to the timescales outlined within the procedure.
- Monitoring complaints within their own department.
- Agreeing with other Departmental/Area Managers who takes the lead in responding to a complaint where it relates to more than one department/ service.
- Ensuring the complaint handler updates the service user and staff involved on the findings of any investigation and any recommendations made.
- Review complaints performance to improve service delivery or review policies.
- Reviewing the information gathered from complaints and consider whether our services could be improved or internal policies and procedures updated.
- Sharing complaints received within their own department.
- Identifying any training gaps for staff and ensure training is delivered to update practice based on lessons learned from complaints.
- Highlighting to their Departmental Director any operational or procedure matters that are recommended for review.

The Housing and Support Services Department, in respect of its customer services role, will be responsible for:

- Recording our performance in handling complaints to the Scottish Housing Regulator, through the Annual Return on the Charter (ARC).
- Publicising on a quarterly basis on our website the outcome of complaints and the actions we have taken in response.

The Resources Department, in respect of its corporate role, will be responsible for reporting our performance in handling complaints on a quarterly basis:

- To the Senior Management Team.
- To the Committee of Management.

8. Monitoring and Review

This policy statement will be reviewed no later than 5 years from the date of implementation, which will be the date the policy statement is approved by the Committee of Management or earlier if deemed appropriate. In the event that this policy statement is not reviewed within the above timescale, the latest approved policy statement will continue to apply.



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Policy drawn up with reference to:

- The Scottish Public Services Ombudsman (SPSO) publication – Model Complaints Handling Procedure

Prepared by Stephen Cairns, Carol Pake and Alan Simpson (Managers Sub Group)

Reference to the current Complaints Policy which has been operational since 17 November 2008. The scheduled review of this policy was by November 2013, however, the SPSO produced a model procedure with all Registered Social Landlords being expected to apply this procedure and have this implemented within 6 months of the 1 April 2012. An extension to this timescale is allowed, provided the SPSO are notified through the relevant reporting process. We are in the process of completing the SPSO notification to extend the timescale for implementing the procedure to 1 February 2013.

In respect of the procedure, the SPSO did not give much scope for making amendments and therefore the Sub Committee is requested to note this in respect of grammar, terminology used and length of the document.

Draft 1 Managers Sub Group on 21 May 2012 and 7 June 2012

Draft 2 Joint Directors/Managers review on 26 June 2012

Draft 3 Final Draft prepared by Managers Sub Group on 9 July 2012 (reference made to changes agreed in the minutes of the Directors Meeting held on 3 July 2012)

Draft 4 Consultation:

- Circulated in the Resident Newsletter in July 2012 for one month.
- Circulated in the Staff Bulletin, August 2012 edition.

Legal review – not applicable as we are required to comply with the model SPSO document.

Sub Committee Review of Policy on 26 September 2012

Presented for discussion and to Committee of Management on 15 October 2012

Implementation date of 1 February 2013 was approved for the policy statement and complaints handling procedure

Policy Approved Yes / ~~No~~

Next review date: No later than October 2017

