

COMPLAINTS PROCEDURE QUICK GUIDE
You can make your complaint in person, by phone,
by e-mail or in writing.

STAGE 1: FRONTLINE RESOLUTION

*We will always try to resolve your complaint quickly, within five working days if we can.
If you are dissatisfied with our response, you can ask us to consider
your complaint at Stage 2*

STAGE 2: INVESTIGATION

*We will look at your complaint at this stage if you are dissatisfied with our response at
stage 1. We also look at some complaints immediately at this stage, if it is clear that
they are complex or need detailed investigation.
We will acknowledge your complaint within three working days. We will give you our
decision as soon as possible. This will be after no more than 20 working days unless
there is clearly a good reason for needing more time.*

THE SCOTTISH PUBLIC SERVICES OMBUDSMAN

*If, after receiving our final decision on your complaint, you remain dissatisfied with
our decision or the way we have handled your complaint, you can ask the SPSO to
consider it.
We will tell you how to do this when we send you our final decision.*

Clyde Valley Housing Association

50 Scott Street
Motherwell
ML1 1PN

Telephone: 01698 268855
Fax: 01698 266271
E-mail: complaints@cvha.org.uk
Web: www.cvha.co.uk

Opening Times

Monday - Thursday 9.00 am to 5.00 pm
Friday 9.00 am to 4.30 pm



CLYDE VALLEY
HOUSING
ASSOCIATION

Make a Complaint



Getting your issues heard

Most of us hate having to complain, but sometimes we're left with no other choice.

Very important to Clyde Valley is the high standard of service we strive to provide to customers at all times – put simply, poor standards will not be tolerated by the Board.

Our Customer Care and Service Standards Policy formalises our commitment to continue to provide the high standards of customer care that have long been a part of the Association's overall approach. As well as formalising this commitment, the policy also outlines our Service Standards against which we measure our performance in relation to direct customer care and help us to continuously improve.

In addition, our Complaints and Compliments Policy not only outlines our procedure for making a complaint but also enables you to feedback comments. This leaflet summarises its content.

The full Complaints and Compliments Policy, can be obtained by contacting us by any of the options on the back page.

How do I complain?

Talking directly to one of our staff is the quickest way to resolve a complaint about any of our services. All of our staff are committed to providing the best possible customer service.

You can complain in person at our office, by phone, letter and e-mail, or by completing our complaints form, downloadable from our website. You should address your concerns directly to the service that you have an issue with – this will enable us to resolve your concerns faster. Ideally, you should raise your complaint within six months of the event itself.

At Stage 1, and the beginning of your complaint, we aim to resolve complaints quickly and close to the time we provided the service with an on-the-spot apology and explanation, taking immediate action to resolve the problem. We will give a Stage 1 decision within five working days, unless there are exceptional circumstances. If we cannot satisfy your complaint we will explain why, but if you are still dissatisfied you can ask for it to be investigated further through Stage 2.

Stage 2 deals with complaints that have not been resolved at Stage 1 or those that are complex and require detailed investigation. We will acknowledge your complaint within three working days, then, through further discussion with you, we will provide a full response within 20 working days. Should more time be needed we will agree revised time limits with you.

If you think that your formal complaint has not been properly investigated, you can appeal to the Scottish Public Services Ombudsman.

If you decide to take your appeal to the Ombudsman, you will have 12 months in which to do so. You can telephone the Office of the Ombudsman on 0800 377 7330 for more information, or visit their website at <http://www.spsso.org.uk/>.

AT ALL STAGES OF THE COMPLAINTS PROCEDURE, OUR TOP PRIORITY IS TO PROVIDE A GOOD SERVICE TO YOU.

Stage 1 - Frontline Resolution

Stage 2 - Investigation

I don't agree with the Stage 2 decision



Your Name	
Your Address	
Daytime Contact Number	
E-Mail Address	

What is your complaint? (Please describe the problem as fully as possible and give details of why it arose and who was involved).

COMPLAINT FORM

Please continue on a separate page, if necessary.

What members of staff have you told about your complaint?

What action was taken?

Why are you dissatisfied with the response?

What do you think Clyde Valley Housing should do to put things right?

Signed		Date
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Please return form to:

The Chief Executive
Clyde Valley Housing Association Ltd
50 Scott Street
Motherwell, ML1 1PN

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Web: www.cvha.co.uk

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