

Clyde Valley Housing Association
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Opening Times

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

Customer Service Standards



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Customer Complaints:

OUR COMMITMENTS TO YOU

We are committed to offering you a high-quality service. Our Customer Complaints Standards describe what you can expect from us.

Commitment: We will communicate effectively with you	
<u>Standards</u>	<u>Indicators</u>
Respect and Dignity	We will treat you with courtesy, respect and dignity. We will work with you without discrimination or prejudice.
Keeping you informed	We will treat you with courtesy, respect and dignity. We will work with you without discrimination or prejudice. We will explain our investigation process to you. We will keep you informed of progress and tell you what needs to happen at each stage. We will always tell you who to contact if you have any questions.
Timeliness	We will deal with your complaint in a timely manner, taking into account the complexity of the case.
Clarity	We will be as accurate, plain and clear as we can in our communications.
Accessibility	Our service will be easily available and accessible to you. We will work with you to meet your individual needs, including working with representatives to support you through our service.
Understanding	We will listen to what you want from us and ensure we understand your complaint. If we cannot help you, we will direct you to an organisation who can.

Commitment: We will work in an open and fair way	
<u>Standards</u>	<u>Indicators</u>
Transparency	We will give you information about how we handle complaints.
Fairness	We will consider all information provided to us before we reach a decision. Our decision will be based on all of the relevant evidence.
Commitment: We will carry out our duties competently and responsibly.	
Expertise	We guarantee that our staff member who deals with your complaint has the relevant skills and knowledge to make the decision on your complaint.
Scope	We will explain clearly what we can look at, any restrictions that apply and what we can and cannot achieve.
Reaching sound outcomes	We will clearly explain our reasons for decisions. We will ensure remedies are proportionate and fair. We will make sure remedies are put in place as far as we can.
Ensuring impact	We will use the outcomes of complaints and learning from them to promote improvements and learning in the service you complained about.
Handling information	We will ensure our record-keeping is accurate, that we hold data securely and share it appropriately in line with our Privacy Policy.
Putting things right	We will acknowledge and apologise for any mistakes we make, put them right quickly and ensure lessons are learned to improve our service.

A full version of our Customer Complaints Policy is available on our website.