

# Key Housing Association Complaints Policy

Key is committed to providing high-quality housing and maintenance services to its tenants.

We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with our services, please tell us.

This leaflet is intended for our tenants who are not supported by Key and describes our complaints procedure and how to make a complaint.

## What is a complaint?

Key regards a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

## What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure

Your complaint may involve more than one of our services or be about someone working on our behalf.

## Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

## How do I complain?

You can complain to us in the way which is easiest for yourself, for example you can complain face-to-face, by telephone, in writing or by email. Details of how to contact us are included at the end of this leaflet.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter

It's often easier for us to resolve complaints if you make them quickly and directly so please talk to a member of our staff and they can try to resolve any problems on the spot.

A copy of our complaints procedure is available on our website [www.keyhousing.org](http://www.keyhousing.org)

## What happens when I have complained?

We will tell you who is dealing with your complaint. Our complaints procedure has two stages:

### Stage 1 – Frontline Resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

We will give you our decision at stage 1 in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through stage 2. You may choose to do this immediately or some time after you get our initial response. We can help you with making this request.

### Stage 2 - Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

When using stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

## What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court.

You can contact the SPSO in person at 4 Melville Street, Edinburgh EH3 7NS or by post by writing to Freepost SPSO. The SPSO can also be contacted by freephone on 0800 377 7330 and their website is [www.spsso.org.uk](http://www.spsso.org.uk)

## Reporting a Significant Performance Failure to the Scottish Housing Regulator

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved. This is something that is a systematic problem that does, or could, affect all of a landlord's tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

A complaint between an individual tenant and a landlord is not a significant performance failure. The SHR also has more information on their website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) or you can phone them on: 0141 271 3810.

## Quick guide to Key's complaints procedure

### Complaints procedure

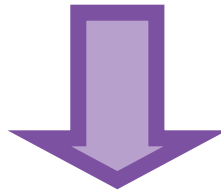
You can make your complaint in person, by phone, by e-mail or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

### Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within **five working days** if we can.

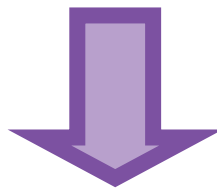
If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2



### 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.

## Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, supporter or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting The Scottish Independent Advocacy Alliance or Citizens Advice Bureau.

Scottish Independent Advocacy Alliance

Tel: 0131 260 5380 Fax: 0131 260 5381 Online: [www.siaa.org.uk](http://www.siaa.org.uk)

Citizens Advice Scotland, online: [www.cas.org.uk](http://www.cas.org.uk), or check your phone book for your local bureau.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us.

## Our contact details

We can be contacted at our office:

The Square,  
70 Renton Street,  
Glasgow,  
G4 0HT

Email: [hello@keyhousing.org](mailto:hello@keyhousing.org)

Telephone: 0141 342 1890

Fax: 0141 342 1891

Online: [www.key.org.uk](http://www.key.org.uk)