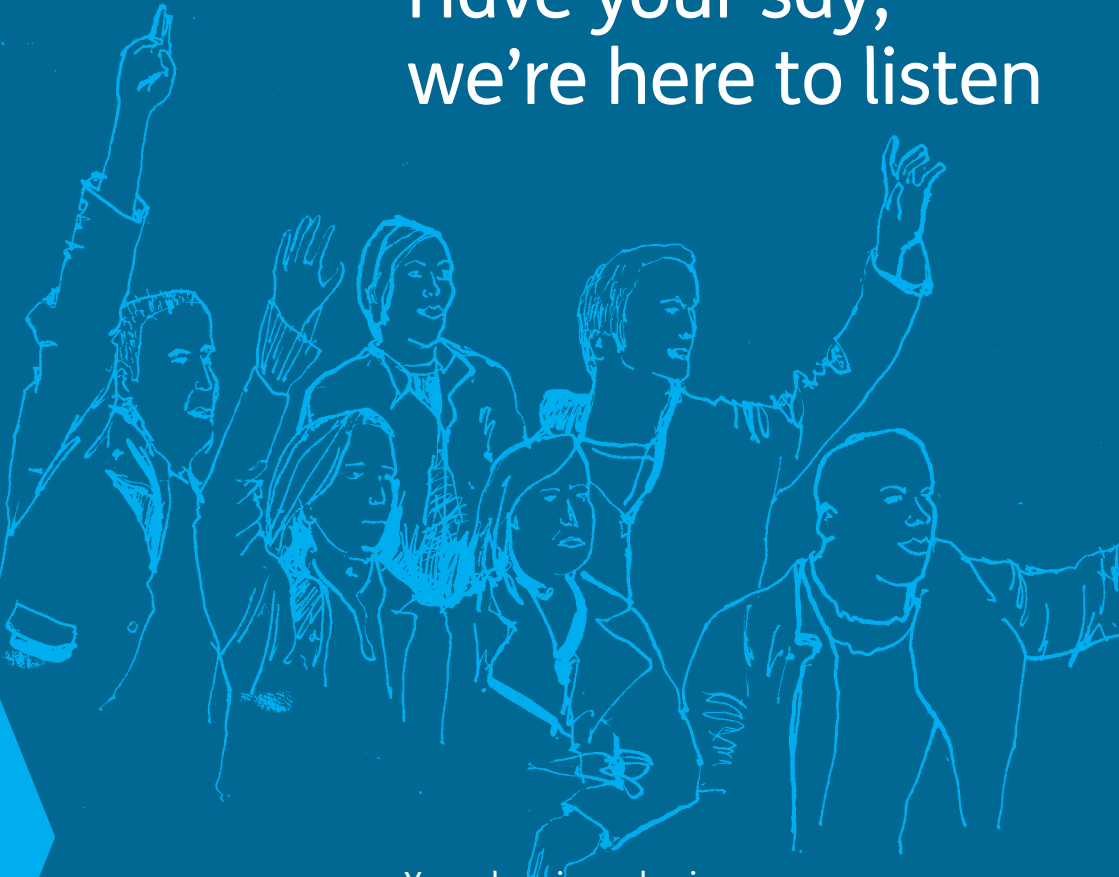

YourPlace Property Management
www.your-place.net

Part of the GHA family

YourPlace
Customer complaints



**Got a complaint,
comment or
compliment?
Have your say,
we're here to listen**



Your place is our business

This guide explains how you can make a complaint, comment or compliment and how we will deal with your concerns.

We are determined to put our customers at the heart of everything we do and provide the best possible service we can. If we don't get things right first time, we will listen and learn so we can stop it happening again. Your views are important to us as they let us know how and where we can improve. If we have made a mistake or you are unhappy with our service, we aim to make it as easy as possible for you to tell us. And we will always try to deal with your complaint promptly.

Hopefully there will be many more occasions when we do get things right and we would like to hear your positive comments and compliments too.

We aim to make sure:

- ▶▶ Your complaint is listened to, recorded and dealt with fairly
- ▶▶ You are treated with respect at all times
- ▶▶ Any request for a customer to remain anonymous will be respected as far as is possible. Where it is not possible, we will explain why
- ▶▶ We resolve your complaint at first contact and if this is not possible within two working days (Stage 1). Where we can't do this or you remain unhappy your complaint will move to the next stage (Stage 2) and we'll aim to ensure the time from first reporting your complaint to it being resolved is no longer than 10 working days
- ▶▶ Where a complaint is taking longer than expected to resolve our staff will keep you up to date with the progress of any investigation or review
- ▶▶ The information we provide is clear, helpful and explains what you can do next if you remain unhappy

Contact us:

- ▶▶ Call us on **0141 274 6460** Mon - Fri, 9-5.
Call the Customer Service Centre (24 hrs) on **0800 479 7979**
- ▶▶ Visit our city centre one stop shop at 173 Trongate or your local housing office
- ▶▶ Write to us at YourPlace, 177 Trongate, Glasgow G1 5HF
- ▶▶ You can also visit us online **www.your-place.net** or send an email to **talk@your-place.net**

Who can complain to YourPlace Property Management?

Any YourPlace customer can complain. Complaints can also be made by people who feel they are affected by the things we do. We know that sometimes customers like to ask an individual or other organisation to complain for them, such as the Citizen's Advice Bureau, a family member or friend. For your security we must check with you whether this person or organisation is acting on your behalf before we can respond to them.

Any staff member will be happy to provide a Representation Mandate form on request, to help you appoint a representative. The only people who do not need a mandate are councillors, solicitors, MEPs, MSPs or MPs complaining on your behalf. They already work to certain rules which protect you and your personal information.

We are here to help
Call us on: **0141 274 6460**
(9am – 5pm) or call the
Customer Service Centre on
0800 479 7979 (24 hrs)

How to make a complaint, comment or compliment to YourPlace Property Management

- ▶▶ By phoning us on **0141 274 6460** (9am – 5pm) or the Customer Service Centre on **0800 479 7979** (24 Hrs)
- ▶▶ By letter to Granite House, 177 Trongate, Glasgow, G1 5HF
- ▶▶ In person at 173 Trongate, Glasgow, G1 5HF
- ▶▶ In person at your local housing office, who can also assist you with completing a form
- ▶▶ By e-mailing us at **talk@your-place.net**
- ▶▶ By using the complaints and comments form at the back of this leaflet

All our local offices have the guides and forms you need to note your complaint or comments. No matter how you decide to make a complaint, we will treat you equally and with respect. If you need a bit of extra support to make a complaint, we will be happy to help. This might include an interpreter, getting the information in Braille or large print or help in completing a complaint form.

The Complaints Process

Stage 1 – First contact

Stage 2 – Internal review and investigation

Stage 3 – YourPlace Property Management appeal

Stage 4 – GHA appeal

What will happen to your complaint?

Stage 1 – First Contact

When we receive your complaint we will make sure we have all the information we need to look into your complaint. We aim to resolve your complaint at the first point of contact. Where this isn't possible, we aim to get back to you with a response within two working days. This could be in person, by telephone, in writing or by email and our staff will always check if you are happy with the outcome.

Stage 2 – Internal Review and Investigation

If at Stage 1 you are unhappy with the response, it will be passed to a senior member of staff. We will provide you with a named contact, who will look at your complaint to see if we can resolve it to your satisfaction.

They will carry out an internal review and investigation and aim to provide a response within 10 working days of your original complaint. Where a response is not available within 10 days you will be informed of this, provided with a reason and given an alternative timescale.

Stage 3 – Appeal to the YourPlace Property Management Board

If your complaint has been reviewed and you remain unhappy, you have the right to request an appeal. We will arrange for your appeal to be heard within 28 days of your appeal request and give you at least 14 days notice of the date.

Your appeal request will be supported by our appeals officer.

The appeals process is detailed further within our dedicated guide 'Stage 3 – requesting an appeal'. This guide will be issued with all Stage 2 responses.

Stage 4 – Appeal to the GHA Board

If an appeal to the Sub Committee of our Board does not resolve the issue, whilst GHA remain the legal factor for the complainant, the final course of appeal is to the Appeal Sub Committee of the GHA, under GHA's own Complaints Policy.

Appeals to this final level should be submitted to;

GHA Customer Complaints Co-ordinator
Glasgow Housing Association
Granite House
177 Trongate
Glasgow G1 5HF

This final appeal stage will not be considered until all previous steps have been exhausted. The decision of the GHA Appeals Sub Committee will be communicated in writing to the complainant and other involved parties as appropriate, within 14 working days of the hearing date.

Completion of this stage marks the end of GHA's Complaints Policy.

Our recent review and the changes to our policy

In a review of the way we handled complaints, customers told us they wanted:

- ▶▶ To report the problem easily
- ▶▶ To have their complaint investigated fully
- ▶▶ For the complaint to be resolved satisfactorily
- ▶▶ For us to learn from the complaint and stop it happening again

We have now introduced a clear, simple, single process for dealing with complaints. It is designed to make it easier for you to tell us about your concerns and to allow us to deal with them promptly and effectively.

Customer feedback and satisfaction

We will analyse the complaints we receive, along with comments and compliments, and publish details of any action we take on an annual basis.

We also carry out telephone surveys to review customer satisfaction with our complaints service. These surveys give you the opportunity to provide feedback on how we have dealt with your complaint and help us improve our services.



Contact us

Please keep this leaflet after you have used the form. Don't forget you can also get in touch with us using any of the following methods.

- Call us on **0141 274 6460** Mon - Fri, 9-5 or call the Customer Service Centre (24 hrs) on **0800 479 7979**
- Visit our city centre one stop shop at 173 Trongate or your local housing office
- Write to us at YourPlace, 177 Trongate, Glasgow G1 5HF
- You can also visit us online **www.your-place.net** or send an email to **talk@your-place.net**

Would you like to know more about making a complaint?

Call us on: **0141 274 6460** (9am - 5pm) or call the Customer Service Centre on **0800 479 7979** (24 hrs)



Please moisten and stick down

Please moisten and stick down

Your views count

To make a complaint, comment or compliment please complete this form and send it to us FREEPOST. **Alternatively you can call us on 0141 274 6460 (9am-5pm) or via the Customer Service Centre on 0800 479 7979 (24hrs)**

Title: Mr Mrs Miss Other

Forename:

Surname:

Address:

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..... Postcode:

Phone:.....

Email address:

How would you like us to contact you: Letter Phone Email

What is your complaint, comment or compliment?

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Equality and diversity

This is strictly confidential and will be used for monitoring and statistical purposes. It will not be used to investigate your complaint.

Your sex: Male Female

Your age: 16-24 25-34 35-44 45-54
 55-64 65-74 75+

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot Yes, limited a little No

Please tick one of the ethnic groups shown to tell us your ethnic background.

White

Scottish Irish Other British Polish Any other white

Black, black Scottish or black British

African Caribbean Somalian Any other black

Asian, Asian Scottish or Asian British

Indian Pakistani Bangladeshi
 Chinese Any other Asian

Other ethnic group

Gypsy or Traveller Jewish Any other ethnic group

Multiple ethnic groups (do you consider yourself to be multi racial)

More than one ethnic group I do not know what my ethnic background is

Please indicate your religion or belief:

Church of Scotland/England Hindu Roman Catholic
 Pagan Other Christian faith Jewish
 Buddhist Another religion Muslim
 I am not religious Sikh

Once this form is completed to your satisfaction, please:

- Hand it to a member of staff
- Seal it and send it to us

Contact us

For more information about any of our services, please call **0141 274 6460** or visit **www.your-place.net**. Our customer service centre is available 24 hours a day, 7 days a week – simply call **0800 479 7979**.

This leaflet follows RNIB’s Clear Print guidelines. It is available on request in Braille, tape and on disk. It is also available on request in other languages. If you need the leaflet provided in any of these formats, please contact us on **0141 274 6460**.

YourPlace Property Management is the trading name of GHA (Management) Limited and carries out factoring management services for The Glasgow Housing Association Limited (a registered Scottish Charity SC 034054). GHA (Management) Limited is registered in Scotland under the Companies Act 1985, Registered No. SC 245072. Registered Office: Granite House, 177 Trongate, Glasgow G1 5HF. Regulated by the Financial Services Authority.



All contact details are correct at time of publication.

◀◀◀ Making a complaint, comment or compliment?



Freepost Plus RSCB-BJEX-KJTY
YourPlace Property Management
177 Trongate
Glasgow
G1 5HF



YourPlace Property Management
www.your-place.net
Part of the GHA family