



COMPLAINTS HANDLING PROCEDURE

Customer Information Leaflet

A copy of our detailed Complaints Handling Procedure is available on our website
www.fynehomes.org.uk

Fyne Homes Complaints Procedure

Fyne Homes is committed to providing high-quality customer services. We recognise that from time to time we will not always get it right first time and face service failures. If something goes wrong or you are dissatisfied with our services, please tell us.

This leaflet describes our complaints procedure and how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us. A list of the areas covered in this leaflet are listed below.

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What is a complaint?

We regard 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:

- Poor service, unreasonable delays, or services not meeting expected standards
- delays or no response to enquiries or requests
- Unfair treatment, bias, or discrimination
- standard of service
- Dissatisfaction with our policy
- Failure to correctly follow the law, guidance, or procedures
- Failure to follow proper procedure
- the conduct, attitude, or treatment by staff
- the conduct or quality of service delivered by a contractor employed by Fyne Homes

There may be other reasons for you complaining, the above list is not exhaustive. Your complaint may involve more than one of our services or be about someone working on our behalf.

If your complaint relates to HOME Argyll (Housing Options Made Easy)

HOME Argyll is a partnership approach to provide a Common Housing Register in the Argyll & Bute area and is made up of the 4 local registered housing landlords (RSLs) and the Local Authority. If your complaint is about housing options advice, your housing application, or any service provided through HOME Argyll, it will be dealt with under the separate HOME Argyll Complaints Procedure, not this policy. Your complaint will be passed to the HOME Argyll partner best placed to look into it and will be handled fairly and consistently in line with the Scottish Public Services Ombudsman complaint handling procedures. <https://fynehomes.org.uk/complaints-information/>

What can't I complain about

There are some things we can't deal with through our complaints handling procedure. These include:

- a routine first-time request for a service
- a request for compensation only
- issues that are in court or have already been heard by a court or a tribunal
- a request for information under the Data Protection or Freedom of Information (Scotland) Acts
- a concern about a child or an adult's safety
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- abuse or unsubstantiated allegations about our organisation or staff where such actions would be covered by our Unacceptable Actions Policy

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who can complain?

Anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate or adviser). If you are making a complaint on someone else's behalf, you will normally need their written consent. Please also read the section on **Getting help to make your complaint** below.

How do I complain?

You can complain in person at any of our offices, by phone, in writing, by email or via our online form which can be found in our complaints section of our www.fynehomes.org.uk.

It is easier for us to address complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve the issue.

When complaining, please tell us:

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

Our contact details

In writing or in person at any of our offices:

Fyne Homes Ltd
81-89 Victoria Street
Rothesay
Isle of Bute
PA20 0AP

Fyne Homes Ltd
3 Harveys Lane
Burnside Street
Campbeltown
PA26 6LE

Fyne Homes Ltd
78B John Street
Dunoon
PA23 7NS

Fyne Homes Ltd
Smiddy House
Smithy Lane
Lochgilphead
PA31 8TA

Phone Number: 0345 607 7117
Email: postmaster@fynehomes.co.uk
Website: www.fynehomes.org.uk

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about; or
- finding out that you have a reason to complain.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

What happens when I have complained?

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

Stage 1: Frontline Resolution

We aim to respond to complaints quickly (where possible, when you first tell us about the issue). This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or 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 you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to stage 2. You must normally ask us to consider your complaint at stage 2 either:

- within six months of the event you want to complain about or finding out that you have a reason to complain; or
- within two months of receiving your stage 1 response (if this is later).

In exceptional circumstances, we may be able to accept a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

Stage 2: Investigation

Stage 2 deals with two types of complaint: where the customer remains dissatisfied after stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at stage 1, you can ask us to handle it at stage 2 instead.

When using stage 2 we will:

- acknowledge receipt of your complaint within three working days
- confirm our understanding of the complaint we will investigate and what outcome you are looking for
- try to resolve your complaint where we can (in some cases we may suggest using an alternative complaint resolution approach, such as mediation); and
- give you a full response as soon as possible, normally within 20 working days.

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

What if I'm still dissatisfied?

After we have given you our final decision, 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 by Fyne Homes complaints procedure
- events that happened, or that you become aware of, more than a year ago
- a matter that has been considered in court

You can contact the SPSO:

In Person:

Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

By Post:

Freepost SPSO
(no stamp required)

Freephone: 0800 377 7330

Online Contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Complaints about Fyne Homes factoring service

The SPSO does not normally look at complaints about our factoring service, complaints from shared owners or complaints about private residential tenancies.

The First Tier Tribunal for Scotland (Housing and Property Chamber) will try to resolve complaints and disputes between home owners and property factors. So if you remain dissatisfied after our investigation you will be able to take your complaint to them

For more details contact:

Housing and Property Chamber
First-tier Tribunal for Scotlans
Glasgow Tribunals Centre
20 York Street
Glasgow
G2 8GT

Telephone: 0141 302 5900

Email: HPCadmin@scotcourtribunals.gov.uk

Website: www.housingandpropertychamber.scot

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 systemic 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. Significant performance failures are not, therefore, dealt with through this complaints handling procedure. You can ask us for more information about significant performance failures. The SHR also has more information on their website

Scottish Housing Regulator
5th Floor
220 High Street
Glasgow
G4 0QW

Telephone: 0141 242 562

Email: shr@shr.gov.scot

Website: www.housingregulator.gov.scot

Quick guide to our complaints procedure

A copy of our detailed Procedure is available on our website: www.fynehomes.org.uk

Complaints Procedure

You can make your complaint in person, by phone, by email 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 investigation, we will tell you and keep you updated on our progress.

If your complaint relates to a factoring service you can choose to complain to us or to the First Tier Tribunal for Scotland.



Stage 1: Frontline Response

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 need investigation.

We will acknowledge your complaint within **three working days**.

We will confirm the points of complaint to be investigated and what you want to achieve.

We will investigate the complaint and 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



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.

There are some complaints about housing that have an alternative route for independent review. We will tell you how to seek independent review when we give you our final response on your complaint.

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, 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 510 9410 Website: www.siaa.org.uk

Citizens Advice Scotland

Website: 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 you access and use our services

If you have trouble putting your complaint in writing please tell us.

we can also give you this leaflet in other languages and formats (such as large print, audio and Braille).

Representation from MPs, MSPs or Councillors

Fyne Homes recognises that tenants, customers and service users may choose to raise concerns or complaints through their elected representatives, including Members of Parliament (MPs), Members of the Scottish Parliament (MSPs), and local authority Councillors.

Where a complaint is received from an elected representative acting on behalf of a customer, we will:

- Confirm that the elected representative has the customer's consent to act on their behalf, where this is not already clear.
- Deal with the issue as a complaint and handle it in line with this Complaints Handling Procedure.
- Respond directly to the elected representative within the timescales set out in this procedure.

The involvement of an elected representative will not affect how the complaint is handled, the priority given to it, or the outcome of our investigation

Correspondence from MPs, MSPs or Councillors that is not a complaint but a general enquiry or request for information will be responded to appropriately outside the CHP, while still seeking to provide a timely and helpful response.

The Association is committed to openness, transparency and accountability and will engage constructively with elected representatives while ensuring that the complaints process remains fair, consistent and impartial for all customers.



Fyne Homes Ltd, 81 Victoria Street, Isle of Bute, PA20 0AP
Tel: 0345 607 7117 Email: postmaster@fynehomes.co.uk

www.fynehomes.org.uk



Download our Tenant Portal

Registered Address: 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP

Registered Social Landlord (REG NO 321)

Registered Scottish Charity No SC009152

Property Factor Registered Number PF000155

Registered Society under the Co-operative & Community Benefit Society Act 2014 (REG NO 1454R{S})

VAT Registration Number 454 6688 51



We've signed the Make a **Stand** pledge to support people experiencing domestic abuse, have you?

#makeastand
cih.org/makeastand

