

Your information

We are committed to protecting your privacy. We use information given to us about you and your complaint for its intended purpose and in line with the Data Protection Act 2018 and the SPSO Act 2002. For more information about how we handle your privacy and protect your information see our website.

How to contact the SPSO?

Freepost SPSO (this is all you need to write on the envelope and you don't need to use a stamp)

SPSO, Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS

- Opening hours: Monday, Wednesday, Thursday, Friday 9am–5pm, Tuesday 10am–5pm
- SPSO freephone 0800 377 7330
- Website www.spsso.org.uk
- Online contact form www.spsso.org.uk/contact-form
- You can complete the complaints FORM online at www.spsso.org.uk/complain/form
- Fax 0800 377 7331



How to Complain about a Cloch Service

Cloch Housing Association is committed to providing a high-quality customer service. 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 as this will give us a chance to put things right. This leaflet describes the process of complaining.

You can complain in person at our office, by phone, letter, email, via My Cloch portal or private message us on social media.

When complaining, please 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

A Step by Step Guide to Complaints

Stage 1: Frontline Resolution

Make your complaint directly us. You can do this in person, by phone, by letter, by email, via Cloch portal or private message on our social media page. We will try to resolve your complaint within 5 working days if they can. We will respond to you by phone or in person to try and resolve things. If you are unhappy with our response, we can progress your complaint to stage 2.

If we cannot resolve your complaint at Stage 1, we will explain why.

If you are still dissatisfied, you can ask for your complaint to be investigated further through the Stage 2 process. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

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.

Stage 2: Investigation

At stage 2 you will receive an acknowledgement of your complaint within 3 working days. You will be given a decision as soon as possible. This will be no longer than 20 working days unless there is clearly a good reason for needing more time. If your complaint is complex or needs more detailed investigation, we may look at your complaint immediately at this stage without going through stage 1.

Complaints about factoring

If you are an Owner Occupier and are not satisfied with the response provided by Cloch and have followed our Complaints Handling Procedure, then you are able to take your complaint to the First Tier Tribunal for Scotland:

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

Tel: **0141 302 5900**

Website Address: **www.housingandpropertychamber.scot**

If you are experiencing delays

Sometimes a complaint investigation can take longer than expected however, we will keep you informed if there is going to be a delay. If you are experiencing delays and have not had an update, we recommend that you take these steps:

- Contact our office to check that the matter is being dealt with as a complaint (and not as an enquiry or a request for service).
- Ask for an update on the progress of your complaint and an estimated timescale of when you should expect a response.

Still unhappy?

If your complaint is unresolved or you are still unhappy after you have gone through the full complaints procedure, you can take it to the **Scottish Public Services Ombudsman (SPSO)**. The SPSO's Assessment and Guidance team can help with any questions you may have about how to submit your complaint or what the process involves. You can call them on SPSO Freephone: **0800 377 7330** or visit the SPSO office. The SPSO is an independent and free service.

You will need to put your complaint in writing to the SPSO, explaining why you are still unhappy and what you would like them to do. You will need to give them a copy of the final letter from Cloch, which will also contain details about how to contact the SPSO.

Getting help

There are people who can help you make a complaint. You could ask a friend, a relative, a councillor, your MSP, an advocate, the Citizens Advice Bureau or anyone else you trust to make the complaint on your behalf.

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Citizens Advice Bureau

Website: www.cas.org.uk

Or check your phone book for your local Citizens Advice Bureau.

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Inverclyde Advocacy Service

21 Grey Place, Greenock PA15 1YF