

BUIDHEANN TIGHEADAS LOCH AILLSE AGUS AN
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LOCHALSH AND SKYE HOUSING ASSOCIATION

Allocations Appeals Procedure

DATE APPROVED:	8 August 2005
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APPROVED BY:	Management Committee
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DATE OF REVIEW:	August 2008
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ALLOCATIONS APPEALS PROCEDURES

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ALLOCATIONS APPEALS PROCEDURES

1. STATEMENT OF COMMITMENT

- 1.1 Lochalsh and Skye Housing Association is committed to providing a fair and accessible letting service. If you have any reason at all to complain, you should initially contact the Housing Services Officer dealing with your application to resolve the problem.
- 1.2 If this does not resolve the problem, you can use the Association's Complaints Procedure to access senior staff and bring an appeal to the Management Committee. A copy of our Complaints Procedure is available from our office.
- 1.3 The Association's Complaints Procedure can be used where an applicant or any other person receiving a service can complain about any aspect of the service with which they are unhappy, for example:
 - If an applicant feels their housing application has not been handled properly (as opposed to how many points have been awarded in line with our policy).
 - If an applicant feels they have been unfairly discriminated against.
 - If an applicant does not receive information they have asked for.
- 1.4 If you are still not satisfied that your complaint has been fairly resolved, there is also a Scottish Public Services Ombudsman who investigates individual complaints. This is a free and independent service and a leaflet is available from our office.
- 1.5 Normally you must have gone through our own complaints procedure before the Ombudsman can deal with your complaint.

The Scottish Public Services Ombudsman is based at 4 Melville Street, Edinburgh EH3 7NS (Tel 0870 011 5375).

2. REVIEW

- 2.1 This policy was approved by the Management Committee on 8 August 2005 and will be reviewed by the Management Committee or Sub-Committee set up for that purpose no later than August 2008.
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