

# Do You Have a Complaint?

Lochalsh and Skye Housing Association aims to provide high quality, responsive and consistent services. However, there may be occasions when a user of our services is not happy with the level or quality of service and wishes to complain. This leaflet explains briefly what you should do. A copy of our Complaints Policy and Procedure is available free of charge on request.

## What is a Complaint?

A complaint is an expression of dissatisfaction, however made, which alleges failure on the part of the Association to perform a function or to provide a service in line with stated Association policies, practices and procedures.

For example:-

- If we have failed to provide published information that was requested
- If a repair has not been carried out properly
- If an application form has not been processed properly

## How do I complain?

We would encourage you to contact the member of staff who has been dealing with the matter as soon as possible. If they are unavailable to deal with your complaint, another member of staff will assist you. You can contact us in person, by telephone, in writing or by electronic mail. If you wish, we can provide you with a Complaint Form to use.

## What if I am still not satisfied?

You should contact the Director of the Association who will carry out a review of your complaint and check that our policies, procedures and practices have been followed correctly.



## How long will this take?

Our aim is to try and deal with complaints immediately we are made aware of them. When a written response is required, we will acknowledge your complaint within 2 working days and write to you with the outcome within 10 working days.

## Can I appeal?

If you are not satisfied with the outcome of your complaint, you should write to the Chairperson of the Association at the address shown at the foot of this leaflet. Your complaint will be acknowledged and an Appeal Hearing will be held. You will be invited to attend the Appeal Hearing if you wish to speak about the complaint and a friend or advisor can accompany you if you wish.

You will be advised in writing of the outcome of the appeal.

## Is there anything else I can do?

If you have complained to us and appealed and you are still not satisfied, you should get with in touch with our Ombudsman who can be contacted at:

### Scottish Public Services Ombudsman

SPSO Freepost EH 461  
Edinburgh  
EH3 0BR

**Tel:** 0800 377 7330

**Fax:** 0800 377 7331

**Text:** 0790 049 4372

**Email:** [ask@spso.org.uk](mailto:ask@spso.org.uk)

**Web:** [www.spso.org.uk](http://www.spso.org.uk)

**The information in this publication can be made available on request in other formats. Please contact us with your requirements.**

Lochalsh & Skye Housing Association  
Morrison House, Bayfield, Portree, Isle of Skye, IV51 9EW

**Tel:** 01478 612035

**Fax:** 01478 613377

**e-mail:** [info@LSHA.co.uk](mailto:info@LSHA.co.uk)

**website:** [www.lsha.co.uk](http://www.lsha.co.uk)



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LOCHALSH AND SKYE HOUSING ASSOCIATION

## COMPLAINT FORM

If you wish to make a complaint please complete and return this form to the address detailed overleaf. If you have any queries about filling in this form or need it in a different format or language, please contact us:

Phone 01478 612035 or e-mail [info@LSHA.co.uk](mailto:info@LSHA.co.uk)

**Please use BLOCK CAPITALS and remember to sign the form at the end.**

### 1. This section must be completed by the person making the complaint

**From (your name and address)**

Name

Address

Postcode

Home telephone number

Daytime telephone numbers(s)

Email

How would you like us to contact you? Home tel  Daytime tel  Letter  Email

If you are complaining on behalf of someone else, you must complete Section 2, if not, go to Section 3

### 2. Complaining on behalf of someone else

**ONLY** complete this section if you are making the complaint of behalf of someone else

**I am making this complaint on behalf of**

Name

Address

Postcode

Home telephone number

Daytime telephone numbers(s)

Email

What is your relationship to the person on whose behalf you are complaining?

Please tell us why that person is not making the complaint him/herself?

The person must support your action in making the complaint and should sign here to confirm that they do

Signature

Date

(or please explain why the person is not able to sign)

**3. What are you complaining about?** Describe what has gone wrong and how you have suffered as a result. (Please continue on a separate sheet of paper if necessary.)

**4. What, in your view, would help resolve the problem(s)?**

**5. Information to support your complaint**

We need to see all the evidence you have about your complaint – in particular any letters involved. Any originals will be copied and returned to you.

Signature

Date

**Fax to: 01478 613377 or post to:**

**Lochalsh and Skye Housing Association  
Morrison House  
Bayfield  
Portree  
Isle of Skye  
IV51 9EW**

**Telephone:**  
01478 612035

**Fax:**  
01478 613377

**e-mail:**  
info@LSHA.co.uk www.LSHA.co.uk

**Website:**