

# Feedback and Complaints



At Margaret Blackwood Housing Association we aim to provide high quality, responsive services and we welcome your feedback and suggestions on how we can improve them. There may be times, however, when we do not provide the level or quality of service that we have promised or that you expect. This leaflet tells you what to do if you are unhappy with the services we provide and would like to complain.

## What can you complain about?

You can complain about any aspect of a service that you have received or requested from us and which you are unhappy about.

Examples include:

- a repair that has not been carried out on time or not carried out properly;
- information requested that has not been provided;
- a member of staff or MBHA representative who has behaved in an unreasonable manner;
- a housing application that you feel has not been handled properly.

## Who can complain?

Anyone who receives or requests a service from us, or people who act on their behalf, can use the complaints procedure. This includes:

- tenants, sharing owners and people receiving our care and support service;
- MPs, MSPs, councillors and advice agencies;
- applicants of our housing or care and support service.

## Informal resolution



We want to resolve complaints at the first point of contact so, in the first instance, you should talk to the staff member who has been dealing with the matter and is most responsible. They will aim to resolve the matter within two working days.

## Formal investigation

If the problem is not resolved informally, you can make a formal complaint. You can telephone or make an appointment to see the relevant Service Manager but we would prefer that you put your complaint in writing, advising exactly what the problem is and how you would like to see it resolved.



There are three different stages that a complaint can go through, as shown in the following table:

<b>Complaint Stage.</b>	<b>Who deals with it?</b>	<b>Acknowledgement.</b>	<b>Target for response.</b>
<b>Stage 1.</b>	Service Manager.	Three working days.	Two weeks.
<b>Stage 2.</b>	Service Director.	Four working days.	Two weeks.
<b>Stage 3.</b>	Panel from Board of Management.	Four working days.	Three days after panel hearing.

We will try to respond to your complaint within the target times shown above. However, some issues may take longer to investigate. We will tell you if it is going to take a longer time to respond.

As far as possible, all complaints will be treated confidentially. However, it may not be possible to investigate a complaint fully or resolve it without sharing information. We will only do this with your agreement. If you withhold agreement, it may make it more difficult for us to take action to resolve the problem.

## Who else can help?

If you are still not satisfied with either the complaints process or the outcome of your complaint, you can contact one of the following organisations, depending on the nature of your complaint.

### **Scottish Public Services Ombudsman**

Anyone who receives a service or has applied for housing from a housing association can make use of the services of the Scottish Public Services Ombudsman. However, the Ombudsman will not normally deal with complaints until the association's own complaints procedure has been exhausted.

The contact details are:

Scottish Public Services Ombudsman  
4 Melville Street  
Edinburgh EH3 7NS

Telephone: 0800 377 7330

Text: 0790 049 4372

Fax: 0800 377 7331

E-mail: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)

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

### **The Care Commission**

Anyone receiving services registered with the Care Commission have the right to complain to the Care Commission. They will investigate complaints at any stage even if you have not used the Association's complaints procedure. Local contact details for the Care Commission are available from our local offices.

The main contact office for the Care Commission is:

The Care Commission  
Compass House  
11 Riverside Drive  
Dundee DD1 4NY

Telephone: 0845 6030890

Web: [www.carecommission.com](http://www.carecommission.com)

# Please use this form if you would like to make a complaint about the service you have received from Margaret Blackwood Housing Association

Name			
Address			
Postcode			
Telephone		Mobile	
E-mail			

Details of complaint:

Details of complaint (continued):

What would you like us to do to resolve your complaint?

Signature

Date

You can hand this form to a member of staff or send it to:

Margaret Blackwood Housing Association, FREEPOST EH2542,  
Edinburgh EH12 0PG

## Contact us

To make a suggestion or complaint, contact us at:  
Margaret Blackwood Housing Association  
Craigievar House  
77 Craigmount Brae  
Edinburgh EH12 8XF

Telephone: 0131 317 7227

Fax: 0131 317 7294

Email: [info@mbha.org.uk](mailto:info@mbha.org.uk)

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

A full copy of our Complaints Policy is available on request and is also on our website.



This leaflet can be downloaded from our website as a PDF file for viewing in Adobe Acrobat Reader. It can also be provided in larger print, as an audio CD, and in Braille. It may also be provided in languages other than English. For your preferred option, please contact us on 08457 125865 or e-mail [feedback@mbha.org.uk](mailto:feedback@mbha.org.uk)

**Margaret Blackwood Housing Association Limited**

Craigievar House  
77 Craigmount Brae  
Edinburgh EH12 8XF

Telephone 0131 317 7227  
E-mail [info@mbha.org.uk](mailto:info@mbha.org.uk)  
Web [www.mbha.org.uk](http://www.mbha.org.uk)

Financial Services Authority  
Mutuals Public Register  
No. 1728RS

Registered with the Scottish  
Housing Regulator

Registered with the Care  
Commission

A Registered Scottish Charity  
No. SC007658