

Making a complaint:

What
you
need
to
know



We value your feedback!

Complaints can help us to improve our services.

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:

- Delays in responding to your enquiries and requests
- Failure to provide a service
- Our standard of service
- Dissatisfaction with our policies
- Treatment by, or attitude of a staff member
- Our failure to follow our procedures

How long do I have to make a complaint?

You should 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 can't I complain about?

There are some things we can't deal with through our complaint's procedure.

These include:

- A routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour.
- Requests for compensation.
- Our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority, you have been given when applying for a house, you may have the right to appeal against the decision.
- Issues that are in court or have already been heard by a court or a tribunal.
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation procedure.

Who can complain?

Anyone can make a complaint to us, including a representative of someone who is dissatisfied with our service, for example, a relative, friend, advocate or adviser, if you have given them your consent to complain for you.

Cernach can support you to make a complaint, but if you would like someone independent to support you, you can find out more about advocates by contacting:

- **Scottish Independent Advocacy Alliance, 0131 510 9410, www.siaa.org.uk**
- **Citizens Advice Scotland, our local branch is Citizens Advice – Drumchapel, address: 195C Drumry Road East, G15 8NS, 0141 944 2612**



How do I complain?

You can complain in person at any of our offices, by phone, in writing, email on our website at Cernachha.co.uk

When you're making your complaint, please tell us:

- Your full name and the best way to contact you
- As much as you can about the complaint
- What has gone wrong; and
- What outcome you are seeking.



What happens next?

Once you've made a complaint, we will aim to resolve it as soon as we can. Our complaints procedure has two stages.

Stage one

We aim to resolve complaints quickly. This could mean an on-the-spot apology, an explanation if something has clearly gone wrong, and immediate action to resolve the problem.

You will receive a response to your stage one complaint in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why.

If you are still dissatisfied, you can ask for your complaint to be investigated further through stage two.

Stage two

Stage two deals with two types of complaint: those that have not been resolved at stage one or those that are complex and require detailed investigation.

If you have asked for your complaint to be investigated at stage 2 because you were unhappy with our stage 1 response, we will work to understand why you remain dissatisfied and what outcome you are looking for.

You will receive a response to your complaint as soon as possible and within twenty working days.

If our investigation will take longer than twenty working days, we will tell you. We will agree revised timescales with you and keep you updated on progress.

What if I'm still dissatisfied?

After we have given you our final decision, and 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 are an independent organisation that investigates complaints.



You can ask the SPSO to look at your complaint if you have gone all the way through the Association's complaints handling procedure, it is less than 12 months after you became aware of the matter you want to complain about; and the matter has not been (and is not being) considered in court.

The SPSO will ask you to complete a complaint form and provide a copy of our final response to your complaint. You can do this online at www.spsso.org.uk/complain/form

The SPSO's contact details are:

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

(if you would like to visit in person, you must make an appointment first)

Their freepost address is:

FREEPOST SPSO

Freephone: 0800 377 7330

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

Website: www.spsso.org.uk

Send us your complaint

What is your complaint?

What outcome are you looking for?

Your name:

Address:

**How would you like to be contacted?
(please provide details):**

**Want to make this complaint over the
phone or online?**

**Contact 0141 944 3860 or
admin@cernachha.co.uk**



**Marion McDonald House
79 Airgold Drive
Glasgow
G15 7AJ
0141 944 3860**

**admin@cernachha.co.uk
www.cernachha.co.uk**