

Your right to complain



Prospect is committed to providing a quality service to all applicants, tenants and other members of the public. We welcome constructive comments or criticism, and you also have the right to complain if you feel that we have fallen below our standards, or if you believe you have been treated unfairly.

The types of complaints covered by this policy might include the repairs service, housing applications or a complaint about the way you have been treated. This policy does not cover neighbour complaints which are dealt with separately. If yours is a neighbour complaint please ask for a copy of this leaflet.

Informal complaints

Many complaints about the way we provide a service, or about the conduct of staff, can be dealt with informally simply by speaking to a Housing Officer or one of the Managers.

Any complaint made in this way will be investigated, and, where appropriate, staff will let you know how it has, or will be, dealt with.

Raising concerns in this informal way can often allow matters to be dealt with before they become major problems. However, if you are not happy with the results, you can always make a formal complaint.

Formal complaints

If the complaint is a more serious one, or if you are not happy with the results of the informal approach, you may make a formal complaint.

Your complaint should be in writing and be addressed to the Director, in an envelope marked "Confidential". (If your complaint is about the Director, please address your envelope to the Chairperson.)

Instead of writing a letter, you may complete the tear-off part of this leaflet and send this to our office. A senior staff member will then contact you to get full details of your complaint.

Receipt of your complaint will be acknowledged in writing within 2 working days. We will investigate your complaint thoroughly and will write to you within 20 working days with the results of our investigation, outlining what action has, or will, be taken.

If the complaint is a complicated one needing more than 20 days to investigate, we will write to you within 20 days to report on progress and give you a date when you may expect a full reply.

Making an appeal

If you are not happy with our reply to your formal complaint, you may appeal to our Management Committee.

Your appeal should be in writing, addressed to the Director, giving the reasons for your appeal, **OR** you may complete and send in the tear-off part of this leaflet and a senior member of staff will contact you to obtain all the details.

You can ask (or you may be asked) to attend the Committee meeting which will consider your appeal. You may bring a friend or advisor to the meeting to accompany or represent you. Following the meeting, you will receive a letter within 5 working days advising you of the Committee's decision.

Scottish Public Services Ombudsman

In certain cases, if you are not happy with the Committee's decision, you may be able to appeal to the Scottish Public Services Ombudsman, 23 Walkers Street, Edinburgh EH3 7HX. Tel 0870 011 5378.

Independent advice

If you wish, or need, independent advice on making a complaint, the local Citizens Advice Bureau, or your Solicitor, may be able to help.



If you wish to:

- make a formal complaint;

Or

- appeal against the results of our investigation into a complaint

Please complete the details below and send it in an envelope to:

The Director

Prospect Community Housing

6 Westburn Avenue

Wester Hailes

EDINBURGH

EH14 2TH

Please mark your envelope "Confidential"

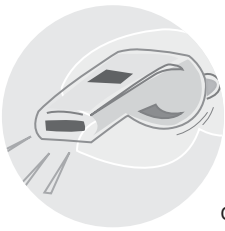


Prospect Community Housing
6 Westburn Avenue,
Wester Hailes,
Edinburgh
EH14 2TH

tel: 458 5480
fax: 453 2868

email: enquiries@
prospectch.org.uk

Whistle blowing



Prospect has a policy on Whistle Blowing and if your complaint relates to Whistle Blowing please ask for a copy of this policy.



Name (print):

I wish to: (please tick)

Address:

1. Make a formal complaint

.....

2. Appeal against the result of an investigation

.....

Please contact me to obtain details of my complaint/appeal

Post Code:

Details of my complaint are noted below

Tel No:

Signed:

Date:

Details of complaint