

LISTER HOUSING CO-OPERATIVE LTD

COMPLAINTS AND APPEALS POLICY

1. INTRODUCTION

- 1.1 We welcome reports and complaints about a wide range of matters at Lister, including neighbour complaints.
- 1.2 Lister Housing Co-operative aims to provide a first class service but there may be occasions when a recipient of the service is not happy about something. It is important that where this occurs, the person is able to register a complaint or an appeal.
- 1.3 The Co-operative also welcomes suggestions for improvements to the service.
- 1.4 Any recipient of a service from the Co-operative may complain or appeal. This includes tenants and applicants. People who supply a service to Lister such as Contractors and Consultants can also register comments or complaints.

2. PROCEDURES

- 2.1 A first-time request for a service (e.g. a repair) or an estate management issue should be reported to the Lister housing office in person or by telephone, letter or through the website.
- 2.2 There is a separate procedure for neighbour complaints - please see that information.
- 2.3 A complaint about the service (or lack of service) by Lister is dealt with by our Complaints Handling Procedure, which has a two-stage approach, based on the Scottish Public Services Ombudsman (SPSO) model procedure. See the separate leaflet on Complaint Handling. If you remain unhappy after following this procedure you may refer the matter to the SPSO
- 2.4 There is a separate policy on Whistleblowing which is available on request.

3. THE SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO)

- 3.1 Lister participates in this Ombudsman Scheme. The Ombudsman only considers complaints that have exhausted Lister's Complaint handling procedure. The Ombudsman cannot normally look at complaints more than 12 months after the complainant became aware of the matter about which he/she complained. Complaints to the Ombudsman can be made by a person receiving a direct or indirect service from the Co-operative. The Ombudsman's leaflet 'How to complain about a public service' sets out the scope of the service. They can be contacted on 0800-377-7330 or via their website www.spsso.org.uk
- 3.2 The Co-operative will assist the Ombudsman investigate any complaints and will co-operate fully with the course of the investigation. The Co-operative will address as soon as possible any finding or recommendation of the Ombudsman in relation to the complaint.
- 4.. Lister may refer to mediators where possible to help resolve a complaint or improve a situation. This may be possible only where the parties willingly participate in the process.

5. The Co-operative will monitor regularly the operation of this policy, and procedures.

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