

Policy on :	Complaints Handling Policy
--------------------	-----------------------------------

Compliant with Social Housing Charter :	2. Communications
Compliant with Tenant Participation Strategy :	Yes
Compliant with Equality & Diversity :	Commitment contained within policy. Reporting of complaints will be made in relation to ethnic monitoring
Compliant with Business Plan:	Policy review timescales. Affects all service delivery areas.

Date of Approval:	March 2017
Date for implementation following Consultation:	April 2017
Date for Review:	March 2020

Responsible Officer :	Director of Customer Services
------------------------------	--------------------------------------

Barrhead Housing Association Limited

Complaints Handling Policy & Procedure

This policy is available in different formats, for example, if you have difficulty with sight or hearing or need a translated copy, please contact us. It is also available on our website at www.barrheadha.org or from our office reception.

1. Introduction

As a Housing Association, we provide services to tenants, applicants for housing, and owners whose properties are factored by us. Our aim is to deliver a good and fair service to all our customers at all times. Sometimes, however, we may fall short of this aim. If this happens, it is important for customers to tell us, so that we can address these concerns.

The complaints handling policy gives us the chance to keep an eye on the quality of service we provide so that we can make improvements to it, where necessary.

We regard complaints as a positive source of feedback. They tell us:

- What customers think of our services
- How we can learn from mistakes
- How we can continually improve the service we provide

2. Our Definition of a Complaint

A complaint is any expression of dissatisfaction by one or more members of the public about the Association's actions or lack of action, or about the standard of service provided by or on behalf of the Association.

We will take all expressions of dissatisfaction seriously, whether they are offered as comments, or whether they are raised informally or formally through the complaints handling procedure described below.

The following list provides some examples of things we would expect customers to tell us about:

- If a repair has not been carried out properly
- If customer are not happy with our service because, we have failed to deliver, or there was a delay, or the quality of service was not acceptable
- If our staff, a Governing Board member or contractors do not provide an efficient and courteous service
- If someone feels they have been treated unfairly, or have been discriminated against
- If we have failed to meet any obligation described in the tenancy agreement
- If we have made a mistake, or if our procedures have failed

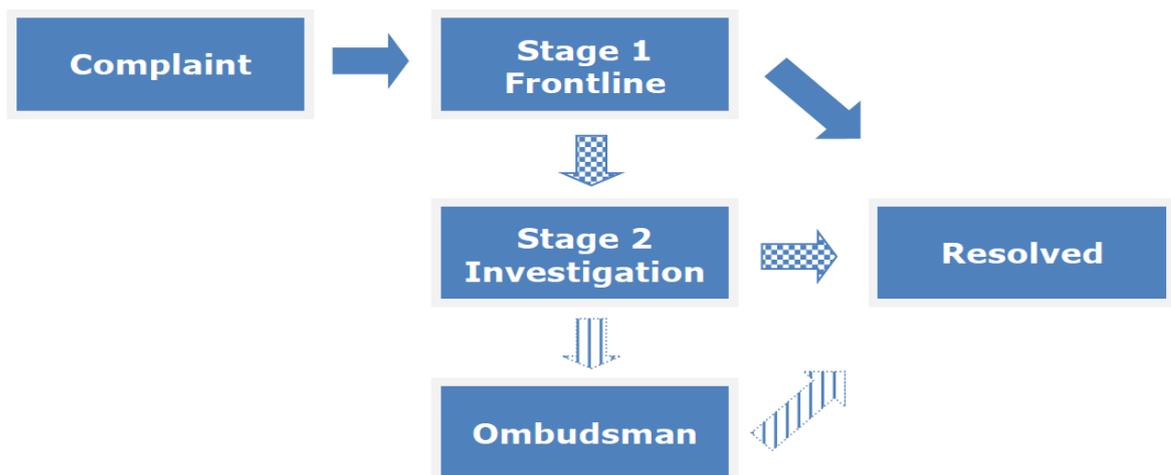
Some types of problems are not covered by the complaints handling procedures, for example:

- An initial request for a repair
- The contents or an explanation about the Association's policies. We welcome feedback at any time about our policies and how well they are working. However, the complaints handling procedures do not cover cases where a customer disagrees with the policy but complaints can be made if customers feel we have not acted in accordance with the written policies.
- An appeal against a decision
- Complaints about other tenants or harassment are dealt with under our anti-social behaviour and harassment policies

While complaints about Governing Board Members will be considered by this policy, in addition we may also refer to Governing Board Member's Code of Conduct, which is a document that sets out standards for Governing Board members. All Governing Board members are required to agree to these standards.

3. Our Approach to Complaints in Summary

We will use 2 stages to respond to complaints:



Stage 1: Frontline Resolution: Whenever we can and where issues are straightforward and easily resolved, requiring little or no investigation, we will try to sort out problems with an on-the-spot apology, explanation or other action to resolve the complaint quickly

Stage 2: Investigation: for issues that have not been resolved at the frontline or are serious, complex or high risk, we will thoroughly investigate the points raised.

Ombudsman Independent External Review: for issues not resolved by the Association to the satisfaction of the complainant we will direct complaints to the Scottish Public Services Ombudsman for assessment on whether there is evidence of service failure or maladministration not identified by the Association.

Where customers refer complaints to The Scottish Public Services Ombudsman, a free, impartial and independent service, contact details are provided later in this policy.

4. Complaints – Our Two Stages

Stage 1 – Frontline Resolution - Sorting out the problem on-the-spot:

We will deal with any problems, which are brought to the attention of our front line staff for resolution as quickly as we can. Customers can bring problems to our attention in a number of ways:

By telephone on 0141 881 0638

By calling in to the office at 60/70 Main Street

By writing to us

By e-mailing us at enquiries@barrheadha.org

By downloading the complaints handling policy from our website: www.barrheadha.org

Your complaint will be dealt with by the person providing you with the service and our staff members will be provided with the powers to resolve your complaint when it arises. Where a staff member is not familiar with the issues or areas of service involved, they will direct the complainant to the appropriate staff member for frontline resolution.

At this initial stage, the staff member will speak with the customer to either:

- Allow the complaint to be dealt with quickly by issuing an apology or explanation for the failure that has occurred.
- Complaints resolved quickly will minimise costs as well as resolving customer dissatisfaction. This will involve few people and will make for swift and easy resolution of the matter.
- Examples of issues that can be resolved in this way are as follows:
 - A service that should have been provided, was not – for example a staff member failed to get back to a tenant about a rent query
 - A service was not provided to an appropriate standard – for example, a contractor did not complete the stair-cleaning of the close
 - A request for a service has not been answered or actioned – for example, an email into the enquiries box was not actioned within the timescales
 - A complaint that a staff member was rude or unhelpful
 - A staff member or contractor failed to attend a scheduled appointment

If the complaint is directed against the member of staff handling the complaint or there is a conflict of interest in the matter being raised, the staff member will NOT respond to the complaint. Although every effort should be made to resolve the complaint quickly, where it is clear the complainant refuses to allow a frontline resolution, the complaint should be referred on for investigation.

Where the complaint has been resolved at frontline either by face-to-face, telephone or email communication, there will be no requirement to communicate the complaint in writing unless this is requested by the complainant.

Where the complaint is being made to a staff member who is working out of the office on visits, etc the same principles above should be applied to resolve the complaint quickly and on-the-spot.

Timescales for frontline resolution

Clearly the aim of frontline resolution is to offer an immediate resolution when the staff member is face-to-face or on the telephone. However in most cases, the complaint should be dealt with within 24 hours but in exceptional cases where more information is required from other parts of the organisation or by referring the complaint for authorisation by a senior manager before responding, up to 5 working days will be required to complete the complaint.

Stage 2 – Investigation

Not all complaints can be resolved at stage 1 frontline resolution, and complaints handled by the next stage 2, investigation are typically complex or require examination to establish relevant facts before the Association can respond appropriately.

Stage 2 will also aim to ‘get it right first time’, by establishing all the relevant facts to the points raised and provide a full, objective and proportionate response to the issues raised and responsibility for such investigations will rest with the Association’s Director of Customer Services.

All complaints referred to investigation will be referred in the first instance to the Director of Customer Services and recorded via our Complaint Handling System. In the first instance, the Director of Customer Services will instruct what information is required, for gathering information and for ensuring that the information gathered is of a suitable quality and accuracy to enable a full and informed response to be issues. The Director of Customer Services will instruct where the complaint investigation information should come from, which will normally be from the Senior Manager of the relevant department and the timescale for such a response. The senior manager will take ownership of the decisions reached during and after the investigation stage.

Examples of issues suitable for investigation

Examples of complaints considered serious or high risk/high profile are as follows:

- Frontline resolution was attempted but the customer remains dissatisfied
- The customer refuses to engage with the frontline resolution process
- The issues raised are complex and will require detailed investigation
- The complaint relates to issues that have been identified as serious or high risk/high profile

Potential serious or high risk/high profile complaints include;

- Involves a death or terminal illness
- Involves homelessness
- Involves a vulnerable person
- Involves child protection issues
- Involves major delays in service provision or repeated failure to provide a service
- There has been press interest
- A risk to the Association has been identified.

Timescales for investigation

The Association will respond to investigation complaints as follows:

- The complaint will be acknowledged within 3 working days
- A full response will be provided within 20 working days but if there are reasons for further delays a revised timescale will be provided for bringing the complaint to conclusion.
- Where a complaint needs to be 'suspended' for reasons outwith the Association's control and we cannot obtain the information required as a result of incapacity/health issues or in a case where a person cannot be contacted, the Director of Customer Services will make this decision to suspend. This will be formally recorded and be for a defined period of time at the end of which it will be reviewed and the complaint concluded.
- All responses will be issued by the Association's Director of Customer Services.

Investigation Procedures

Complaints referred to investigation should be made in writing. Where help is required for this written complaint, staff members will assist by completing the complaints form (Appendix 1A). When completing the pro-forma, the staff member will read the complaint back to the complainant before it is finalised and where possible, the complainant should sign the form. Complaints of this nature can also be taken over the telephone in the same manner without the customer's signature. It is important that the complainant indicates what they wish to achieve by complaining. In investigating the complaint, consideration will be given to whether the desired outcome is realistic and/or achievable.

Complainants can be made through a third party, including solicitors, CAB, Councillors, MSP, and recognised tenant groups provided the third party has permission to do so by authorisation and completion of a signed mandate. (Appendix 4)

The investigation stage will be thorough and proportionate to the issues that are raised. This will include ensuring the required information is available, where the information will come from, and evidence will be obtained. However, information of a confidential, sensitive nature, restricted or covered by data protection legislation will be important and respected. If medical records are required, such consents will be obtained where appropriate. Such information will be gathered and considered in a chronological order to ensure there are no gaps in the information or evidence required.

If required, the Director of Customer Services will conduct interviews (including with the staff involved where appropriate), make site visits and obtain independent professional advice if this assists the investigation.

Where the use of an outside professionally trained mediator service or similar independent body would provide a useful tool to achieve resolution of an ongoing complaint, the Association will consider such services. The Association accepts the benefits that such mediation services can provide and with agreement, this is likely to result in a mutually satisfactory solution to the complaint and to the relationship between the parties involved.

Investigation Outcome

The Association's Director of Customer Services will conclude the outcome of the investigation and communicate this either preferably in the first instance face-to-face by contacting the complainant and always in writing. A full explanation of the facts will be provided and how these helped to reach the decision. If felt appropriate to the complainant, a telephone call will also be considered where information is of a sensitive nature but this will mean following up the telephone call in writing. If the conclusion of the investigation results in further action required to resolve the dispute, full details of what will be done and when it will be done will be provided by the Association.

Independent External Review

The Scottish Public Services Ombudsman

The Association will refer any customer not satisfied by the Association's investigation decision made at Stage 2, to the Scottish Public Services Ombudsman complaints service.

The Ombudsman's service is free, impartial and independent. The Ombudsman will assess whether there is evidence of service failure or maladministration not identified by Barrhead Housing Association.

The Ombudsman's office is located at 4 Melville Street, Edinburgh, EH3 7NS.

Complainants can use the Freepost address at: SPSO, Freepost EH641, Edinburgh, EH3 0BR. The Ombudsman's free phone, fax numbers and other contact details are shown below:

Tel: 0800 377 7330
Text: 0790 049 4372
Fax: 0800 377 7331
E-mail: ask@spsso.org.uk
Web: www.spsso.org.uk

The Ombudsman's service is normally only available after customers have exhausted the Association's complaints handling procedures as detailed within this policy. The Ombudsman will not normally consider a complaint that is more than 12 months from the day the complaint was first raised with the Association, unless in special circumstances and these should be discussed directly with the Ombudsman.'

The Ombudsman has powers to examine and report upon cases where there is a claim that a member of the public has sustained injustice or hardship in consequence of maladministration, poor service or administrative failure.

In general, the Ombudsman service may not agree to investigate a complaint, if it considers that it relates to a properly made decision, which we, Barrhead Housing Association, as a provider of services, were entitled to make.

Where the Ombudsman issues a report, the Association will ensure that it complies with the outcome and its duty to publish the report and make it available for inspection on, for example, the Association's website within a required timescale.

5. Other Important Information about Complaints

➤ **Confidentially and Anonymous Complaints**

We will respect the confidential nature of all complaints we receive. Complaints will be dealt with impartially, objectively and professionally, with no adverse treatment of the person who has made the complaint.

If the customer asks us not to speak to particular individuals, we will respect their wishes but this may restrict our ability to resolve the problem.

We will do our best to investigate anonymous complaints. However, our ability to investigate these complaints will be constrained and it will be much easier if the identity of the person making the complaint is known.

In keeping records about complaints and in allowing access to our complaints register, we will comply with legislative requirements including, Access to Person at Files Act 1987 and Data Protection Act 1998.

➤ **Persistent or Repetitious Complaints**

The Association wishes to respond positively to any concerns, which our customer may have. However, very occasionally, we may reject a complaint without a detailed investigation, if we feel that it is deliberately repetitious. This is most likely to apply where the matter has been subject to a previous complaint, we have dealt with the original complaint to the best of our ability or the complainant is asking us to investigate the same matter again.

Sometimes the failure of the Association to re-investigate a complaint may lead to unacceptable behaviour including anger, unreasonable demands on staff or unreasonable behaviour towards staff. Where such complaints escalate to such a position that the Association feels it has no alternative but to protect staff from unacceptable behaviour such as unreasonable persistence or offensive behaviour from the complainant, the Association has adopted the Ombudsman's Unacceptable Actions Policy – see Appendix 5. Such actions when used are likely to restrict the contact the Association has with customers which may include written or third party correspondence. Reporting the threat of or use of physical violence or verbal abuse or harassment towards staff may end in incidents being reported to the police. Such action will only be considered as a last resort as the Association's track record for dealing with customers has not resulted in such actions being necessary.

➤ **Independent Advice**

There are several sources of independent advice and other assistance customers may wish to use to help with making a complaint. These include some of the following:

Citizens Advice Bureau
Welfare Rights Service
Law Centre
Solicitor
Tenant Organisations

More information including contact details is available from the Association's Office.

➤ **Other Agencies**

For those receiving additional housing support, for example our sheltered housing residents, complaints can also be made directly to the Care Inspectorate (formerly the Care Commission). This is an independent body, which regulates care and support.

The Care Inspectorate complaints procedure allows a customer either to pursue the complaint with the local service provider or by contacting the Care Inspectorate who will investigate the complaint on their behalf. This can be done at any stage without using Barrhead Housing Association's complaints handling policy first but we would welcome the opportunity to resolve any problem before they are taken to the Care Inspectorate..

Contact details are as follows:

The Complaints Coordinator,
The Care Inspectorate
Renfrewshire House
Cotton Street
Paisley
PA1 1BF
T: Tel: [0345 600 9527](tel:03456009527)
E: <mailto:enquiries@careinspectorate.com>
W: careinspectorate.com

- **Other policies** connected with the Complaints Handling Policy include the following:
- i. A complaint against the Association's Chief Executive is contained within the Association's Serious Complaints against the Chief Executive policy.
 - ii. For staff, board members, contractors and suppliers with concerns about issues of propriety or probity regarding improper conduct should refer to the Association's 'Whistleblowing policy'

7. Monitoring our Service

The Association's Director of Customer Services is responsible for ensuring all complaints made are recorded in the Association's Complaints Handling System, which will be held electronically for reporting and monitoring purposes. This will include monitoring details of the complaint, all back-up information will be stored and scanned electronically with notes of telephone calls and meetings, email correspondence and internal communications all to be kept in accordance with data protection legislation. The Governing Board will receive quarterly reports on the complaints performance including numbers, the causes, outcomes, trends and service improvements for complaints and investigations. The Senior Management Team will review these reports to consider any potential improvements to services or policy and procedural updates.

The Association will publish complaints performance data within our Newsletters. This will provide general information about the type of complaints received and outcomes, and how the process has helped improve delivery of services and the value of the complaints process to our customers. General information will also be provided within our Annual Report, on our website and experiences shared with our FLAIR benchmarking partners.

8. Equality & Diversity

Barrhead Housing Association is committed to providing fair and equal treatment to all our customers.

The Association will not discriminate against anyone on the grounds of race, colour, ethnic or national origin, disability, religion, age, sex, sexual orientation, marital status, family circumstances, employment status or physical ability.

We will offer customers a range of options for making complaints, since requiring complaint to be put in writing can be a deterrent, for example for people with poor literacy skills, visual impairment, or where first language is not English. We will monitor use of the complaints procedure for ethnic origin and disability to ensure that our procedures deliver fair outcomes for different groups of customers.

9. Commitment to good practice

In reviewing this policy, the Association has referred to good practice contained within the Scottish Housing Regulator's Housing Charter.

Outcome 2: Communication

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

This outcome covers all aspects of landlords' communication with tenants and other customers. It is not just about how clearly and effectively a landlord gives information to those who want it. It also covers making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.

Complaint Record

This form should be completed for anyone showing dissatisfaction from the Association's services, either in person, in writing, by email, by telephone. Staff assistance can be provided to help complete the form, if required.

Name of Complainant: Ref No.	
Address & Postcode:	
Telephone Number:	
Date Complaint Received:	
Details of Complaint Including dates:	
Staff Involved:	
Redress Sought:	
Confirmation of Details & Customer Signature:	
Staff Signature:	

Complaint Record – Formal Investigation

The Association would encourage all customers to complete a written complaint at the formal investigation stage. The following can be used by the customer and assistance can be provided by a staff member to complete.

Name of Complainant: Ref No.	
Address & Postcode:	
Telephone Number:	
Date Complaint Received:	
Details of Complaint Including dates:	
Staff Involved:	
Redress Sought:	
Confirmation of Details & Customer Signature:	
Staff Signature:	

Acknowledgement Letter

Ref:

Date:

Name:

Address:

Dear

Re: Complaint Investigation

Thank you for your recent letter regarding the above complaint.

Although Barrhead Housing Association is committed to providing a high level of service, we accept that, despite our best efforts, problems may arise from time to time. I am therefore sorry that you have found it necessary to complain to the Association and you can be sure that the Association will strive to ensure that you are provided with a thorough response to your complaint.

Your complaint, which the Association received on, _____ has been passed to _____ to investigate the points raised in your _____ (letter, phone call/email/visit) and provide you with a detailed response.

We aim to provide you with a response within 20 working days from when you contacted us. You should therefore receive a reply from us by _____.

If you require further information please contact _____ on 0141 881 0638.

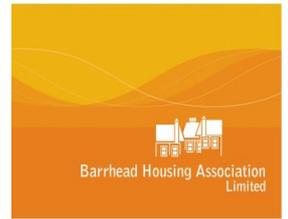
We have enclosed a summarised copy of our Complaints Policy which lets you know how we will deal with your complaint. This policy outlines our procedures and should be followed by you if you remain unhappy. You can ultimately take your complaint to The Scottish Public Services Ombudsman, but you must follow our complaints procedure first.

Yours sincerely

Name:

Title:

Barrhead Housing Association Limited



Appendix 4

Mandate for Third Party Authorisation

Date:

I, _____ (name of complainant) authorise
_____ (name of third party) to investigate on my behalf the
complaint relating to :

Nature of Complaint :	
Redress sought :	

Signed: _____

Address: _____

Contact telephone or email address: : _____

**Unacceptable Actions Policy –
SPSO model policy adopted by Barrhead Housing Association.**

“Complaints have the right to be heard, understood and respected “

We believe that complainants have a right to be heard, understood and respected. We work hard to be open and accessible.

Occasionally, the behaviour or actions of individuals using our service makes it very difficult for us to deal with their complaint. In a small number of cases the actions become unacceptable because they involve abuse of our staff or our process.

When this happens we have to take action to protect our staff. We consider the impact of the behaviour on our ability to do our work and provide a service to others.

This Policy explains how we will approach these situations.

1. What actions does Barrhead Housing Association consider to be unacceptable?

People may act out of character in times of trouble or distress. There may have been upsetting or distressing circumstances leading up to a complaint coming to our office. We do not view behaviour as unacceptable just because a complainant is forceful or determined. In fact we accept that being persistent can be a positive advantage when pursuing a complaint.

However, we do consider actions that result in unreasonable demands on our office or unreasonable behaviour towards our staff to be unacceptable. It is these actions that we aim to manage under this Policy.

a) Aggressive or abusive behaviour

We understand that many complainants are angry about the issues they have raised in their complaint. If that anger escalates into aggression towards Association staff, we consider that unacceptable. Any violence or abuse towards staff will not be accepted.

Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language (whether verbal or written) that may cause staff to feel afraid, threatened or abused, and may include threats, personal verbal abuse, derogatory remarks and rudeness.

We also consider inflammatory statements and unsubstantiated allegations to be abusive behaviour.

b) Unreasonable demands

A demand becomes unacceptable when it starts to (or when complying with the demand would) impact substantially on the work of the office.

Examples of actions grouped under this heading include:

- Repeatedly demanding responses within an unreasonable timescale,
- Insisting on seeing or speaking to a particular member of staff when that is not possible,
- Repeatedly changing the substance of a complaint or raising unrelated concerns.

An example of such impact would be that the demand takes up an excessive amount of staff time and in so doing disadvantages other complainants.

c) Unreasonable levels of contact

Sometimes the volume and duration of contact made to our office by an individual causes problems.

This can occur over a short period, for example, a number of calls in one day or one hour. It may occur over the lifespan of a complaint when a complainant repeatedly makes long telephone calls to us or inundates us with copies of information that has been sent already or that is irrelevant to the complaint.

We consider that the level of contact has become unacceptable when the amount of time spent talking to a complainant on the telephone, or responding to, reviewing and filing emails or written correspondence impacts on our ability to deal with that complaint, or with other people's complaints.

d) Unreasonable use of the complaints process

Individuals with complaints about the Association have the right to pursue their concerns through a range of means.

They also have the right to complain more than once about an organisation with which they have a continuing relationship, if subsequent incidents occur.

However, this contact becomes unreasonable when the effect of the repeated complaints is to harass, or to prevent an organisation from pursuing a legitimate aim or implementing a legitimate decision. We consider access to a complaints system to be important and it will only be in exceptional circumstances that we would consider such repeated use is unacceptable – but we reserve the right to do so in those exceptional cases.

2. Examples of how we manage aggressive or abusive behaviour

The threat or use of physical violence, verbal abuse or harassment towards Association staff is likely to result in a termination of all direct contact with the complainant. Incidents may be reported to the Police. This will always be the case if physical violence is used or threatened.

We will not accept any correspondence (letter or electronic) that is abusive to staff or contains allegations that lack substantive evidence. We will tell the complainant that we consider their language offensive, unnecessary and unhelpful and ask them to stop using such language. We will state that we will not respond to their correspondence if the action or behaviour continues.

We have the facility to record telephone calls. Association staff will end telephone calls if they consider the caller aggressive, abusive or offensive. Association staff have the right to make this decision, to tell the caller that their behaviour is unacceptable, that it is to be recorded, and end the call if the behaviour persists.

In extreme situations, we tell the complainant in writing that their name is on a 'no personal contact' list. This means that we will limit contact with them to either written communication or through a third party.

3. Examples of how we deal with other categories of unreasonable behaviour

We have to take action when unreasonable behaviour impairs the functioning of our office.

We aim to do this in a way that allows a complaint to progress through our process. We will try to ensure that any action we take is the minimum required to solve the problem, taking into account relevant personal circumstances including the seriousness of the complaint and the needs of the individual.

a) Actions we may take

Where a complainant repeatedly phones, visits the office, raises repeated issues, or sends large numbers of documents where their relevance isn't clear, we may decide to:

- Limit contact to telephone calls from the complainant at set times on set days.
- Restrict contact to a nominated member of Association staff who will deal with future calls or correspondence from the complainant.
- See the complainant by appointment only.
- Restrict contact from the complainant to writing only.
- Return any documents to the complainant or, in extreme cases, advise the complainant that further irrelevant documents will be destroyed.
- Take any other action that we consider appropriate.

Where we consider continued correspondence on a wide range of issues to be excessive, we may tell the complainant that only a certain number of issues will be considered in a given period and we ask them to limit or focus their requests accordingly.

In exceptional cases, we reserve the right to refuse to consider a complaint or future complaints from an individual. We will take into account the impact on the individual and also whether there would be a broader public interest in considering the complaint further.

We will always tell the complainant what action we are taking and why.

4. The process we follow to make decisions about unreasonable behaviour

Any member of Association staff who directly experiences aggressive or abusive behaviour from a complainant has the authority to deal immediately with that behaviour in a manner they consider appropriate to the situation and in line with this Policy.

With the exception of such immediate decisions taken at the time of an incident, decisions to restrict contact with the Association are only taken after careful consideration of the situation by a more senior member of staff. Wherever possible, we will give a complainant the opportunity to change their behaviour or action before a decision is taken.

a) How we let people know we have made this decision

When an Association employee makes an immediate decision in response to aggressive or abusive behaviour, the complainant is advised at the time of the incident.

When a decision has been made by senior management, a complainant will always be told in writing why a decision has been made to restrict future contact, the restricted contact arrangements and, if relevant, the length of time that these restrictions will be in place. This ensures that the complainant has a record of the decision.

b) The process for appealing a decision to restrict contact

It is important that a decision can be reconsidered. A complainant can appeal a decision to restrict contact. If they do this, we will only consider arguments that relate to the restriction and not to either the complaint made to us or to our decision to close a complaint.

An appeal could include, for example, a complainant saying that: their actions were wrongly identified as unacceptable; the restrictions were disproportionate; or that they will adversely impact on the individual because of personal circumstances.

A senior member of staff who was not involved in the original decision will consider the appeal. They have discretion to quash or vary the restriction as they think best. They will make their decision based on the evidence available to them. They must advise the complainant in writing that either the restricted contact arrangements still apply or a different course of action has been agreed.

c) How we record and review a decision to restrict contact

We record all incidents of unacceptable actions by complainants. Where it is decided to restrict complainant contact, an entry noting this is made in the relevant file and on appropriate computer records. A decision to restrict complainant contact as described above, may be reconsidered if the complainant demonstrates a more acceptable approach. A member of the Senior Management Team will review the status of all complainants with restricted contact arrangements.

Name:

Address:

Nature of Complaint:

Date Complaint Initiated:

Date Complaint Resolved:

Please tick appropriate box.

1. Overall how satisfied were you with the way Barrhead dealt with your complaint?

- Very Satisfied Fairly Satisfied Neither
Fairly Dissatisfied Very Dissatisfied Don't Know

Comments _____

2. Do you feel the Association understood your complaint?

- Yes No Don't Know

Comments _____

3. Do you feel that the time taken by the Association dealing with your complaint was acceptable?

- Yes No Don't Know

Comments _____

4. How helpful were the staff / Committee dealing with your complaint?

- Very Helpful Fairly Helpful Neither
Fairly Unhelpful Very Unhelpful Don't Know

Comments _____

5. If you are still dissatisfied with the final outcome of your complaint what do you feel the Association could / should have done to satisfy you?

Please detail _____

6. Could the Association have done anything to make it easier for you to complain?

Yes No

Please detail _____

7. Are you satisfied with the service you are receiving from the Association currently?

Very Satisfied Fairly Satisfied Neither
Fairly Dissatisfied Very Dissatisfied Don't Know

Comments _____

8. Any additional Comments:

Signature _____

Date ____/____/____

Thank you for taking the time to complete this questionnaire. Your views will assist the Association to ensure that it deals with customer's complaints to the highest standards possible.

Equalities Monitoring

It would greatly assist our monitoring of equalities if you could complete and return the enclosed form. This will assist us when reviewing our complaints information and help us to ensure that all complaints are dealt with fairly and without discrimination in terms of our Equal Opportunities Policy.

Ethnic Origin:

White	Black Caribbean	Black African	Black Other	Indian

Pakistani	Bangladeshi	Chinese	Other Asian	All Other

Disability:	Yes/No
--------------------	---------------

Age:	
-------------	--

Religion:	
------------------	--

Sex:	Male/Female
-------------	--------------------

Please return this confidential form in the freepost envelope provided. Thank you for your assistance.