

**If you're happy or unhappy with any of our services let us know.**



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## Compliments and complaints

We do all we can to get things right for you first time.

If we don't get things right, we'll listen and learn so we can try to stop it happening again. If you're unhappy with any of our services, please let us know.

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## Compliments and complaints

Our complaints policy follows the Scottish Public Service Ombudsman complaint handling model.

We also want to hear from you if we've gone that extra mile to help. Get in touch to tell us about the great service you've received.

### What is a complaint?

A complaint is when you tell us you are unhappy with the action – or the lack of action – we have taken. It's also when you tell us you're dissatisfied with the standard of service provided by us or on our behalf.

### How do I complain?

You can complain:

- online at **wlhp.org**
- in person at any of our offices
- in writing to Community Governance and Compliance, Wheatley Group, Wheatley House, 25 Cochrane Street, Glasgow, G1 1HL
- by email at [complaints@wlhp.org](mailto:complaints@wlhp.org)
- by phone **01506 416 438**.

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff. Then they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

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## What happens when I complain?

We will always tell you who is dealing with your complaint.

Our complaints procedure has two stages. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

## What happens when I complain?

### Stage one: Resolving your complaint quickly

We will tell you who is responsible for resolving your complaint within two working days. We will always try to resolve your complaint quickly, within five working days.

If you are unhappy with our response, you can ask us to consider your complaint at stage two.

### Stage two: Investigating your complaint

We will review your complaint at this stage, if you are dissatisfied with our response at stage one.

If it is clear that a complaint is more complex, sensitive or needs a detailed investigation or if there's a specific reason why it cannot be resolved quickly, we will investigate it as a stage two complaint.

We will acknowledge your complaint within two working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

## What can and can't I complain about?

### 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 policy;
- › treatment by, or attitude of, a member of staff;
- › our failure to follow proper procedure.

Your complaint may involve more than one of our services or be about someone working on our behalf.

### What can't I complain about?

There are some things we can't deal with through our complaints 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 (details of how to do this are set out in our Housing Appeals process)
- › issues that are in court or have already been heard by a court or a tribunal

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▶ 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 two investigation. If you are still not satisfied, you can ask the SPSO, or where appropriate The Care Inspectorate for an independent review of the complaint.

If other procedures or rights of appeal can help you resolve your concerns we will give information and advice to help you.

### Still unhappy?

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) or where appropriate The Care Inspectorate to consider it. We will tell you how to do this when we send you our final decision.

### Who can complain?

Anyone can make a complaint, including the representative of someone who is unhappy with our service. In these circumstances we will need a representation mandate so we can respond to the complaint.

### How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- ▶ the event you want to complain about, or
- ▶ finding out that you have a reason to complain, but no longer than 12 months after the event itself.

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.

### Serious failures

The Scottish Housing Regulator (SHR) can consider issues raised with them about 'significant performance failures'. A significant performance failure is defined by the SHR as something that a landlord does or fails to do that puts the interests of its tenants at risk, and which the landlord has not resolved.

This is something that is a systematic problem that does, or could, affect all of a landlord's tenants. If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, you can report it directly to the SHR.

A complaint between an individual tenant and a landlord is not a significant performance failure.

The SHR also has more information on their website: **[scottishhousingregulator.gov.uk](https://www.scottishhousingregulator.gov.uk)** or you can phone them on **0141 271 3810**.

## Help to make a complaint

We understand that you may be unable, or reluctant, to make a complaint yourself.

We accept complaints from the representative of a person who is dissatisfied with our service.

We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the **Scottish Independent Advocacy Alliance** visit [siaa.org.uk](http://siaa.org.uk), call 0131 524 1975 or **Citizens Advice Bureau** visit [cas.org.uk](http://cas.org.uk)



### Compliments

Are you happy with our service? Please let us know by visiting [wlhp.org](http://wlhp.org)  
We can use your experience to help improve things for other people.

## Need to get in touch?

We're always here to help.



Speak to your **Housing Officer**



Visit us at **[wlhp.org](http://wlhp.org)**



Call us free on **01506 416 438**



Email us on **[talk@wlhp.org](mailto:talk@wlhp.org)**



Find us on Facebook  
**[facebook.com/wlhousingpartnership](https://facebook.com/wlhousingpartnership)**



Write to us  
**WLHP Customer Service Centre,  
Lipton House, 170 Crown Street,  
Glasgow G5 9XD**

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Register at **[wlhp.org](http://wlhp.org)**