



# Complaints Handling Procedure

WSPM is always aiming to deliver the best service we can. However, we realise that sometimes things may not go as intended or that someone receiving the service is not satisfied with it. Our complaints handling procedure was developed in line with guidance from the Scottish Public Services Ombudsman.

Anyone wishing to raise a complaint should, in the first instance, raise the matter with our Factoring Manager who will try to deal with it as quickly and informally as possible. The complaint will be logged as a Stage 1 complaint. The target timescale for dealing with complaints at this level is 5 working days (although in more complex cases this may be extended to up to 10 working days).

Following completion of Stage 1, if a complainant is still dissatisfied, they can raise their concerns to what is now called the investigation stage (Stage 2). This will usually be handled by the Deputy Chief Executive at our parent company (Whiteinch & Scotstoun Housing Association Ltd) or another member of senior staff, depending on the nature of the complaint. In some cases, initial complaints may be considered to be of a nature that requires investigation from the outset and, in such cases, they will move directly to this stage. The target timescale for Stage 2 is 20 working days (or if particularly complex, to a timescale that is agreed as reasonable).

After this stage, if a complainant is still dissatisfied, they have the right to take the matter to the Housing and Property Chamber 1<sup>st</sup> Tier Tribunal for Scotland (who will not normally consider any complaint until WSPM's complaints handling procedure has been exhausted).

They can be contacted as follows:-

Housing and Property Chamber  
First-tier Tribunal for Scotland  
20 York Street  
GLASGOW  
G2 8GT

Telephone: 0141 302 5900  
Fax: 0141 302 5901