



Eildon's Complaints Procedure has been approved by our Board of Management as the formal process we will adopt to process any complaint about any aspect of Eildon Housing Association Ltd.

Eildon's Complaints Procedure

Aims of the service

- To provide an opportunity for you to tell us if you feel unhappy with any aspect of our services.
- To give us a chance to put things right.
- To review how we do things so that we can improve our services.

How to make a complaint

- Let us know as soon as possible what, in your view, has gone wrong.
- Usually you should complain to the member of staff who has been dealing with the matter.
- You can do this on the telephone, in writing or by making an appointment to see the staff member concerned. You can also use the notepad facility on our website.
- If you are still not satisfied, or are not comfortable about involving the staff member, you should then contact the Housing Manager if it relates to Housing Services, the Property Manager if it relates to Maintenance Issues and the Care Manager if it relates to Care and Support Services.
- If the problem has not been resolved, at this level, you should contact the Director of Housing and Care Services. This provides an opportunity for your complaint to be reviewed in order to ensure that our Policies and Procedures have been followed.

How we deal with a complaint

- All complaints will be acknowledged in writing within 3 working days. We will aim to write to you within 2 weeks of receiving your complaint to advise you of the outcome.
- We will investigate all complaints to see what has gone wrong and why. We will treat all complaints positively and sensitively, looking to see what lessons we can learn from them.

How to appeal if you are dissatisfied with the outcome

Write to the Chairman of Eildon Housing Association at The Weaving Shed, Ettrick Mill, Dunsdale Road, Selkirk, TD7 5EB. Your complaint will be acknowledged and an Appeal Hearing arranged. You will be invited to attend if you wish to speak about your complaint. A friend or advisor can come with you.

The Appeals Panel, which will consist of at least three members of the Association's Board, will inform you of its decision within 3 working days of the hearing. You will also be advised of the basis for the Panel's decision.

The role of the Scottish Public Services Ombudsman

The Ombudsman normally deals with complaints that have followed the above procedure and where the complainant is still dissatisfied.

The Ombudsman can be contacted at:

Scottish Public Services Ombudsman
SPSO, 4 Melville Street, Edinburgh, EH3 7NS
Tel: 0800 377 7330
Web: www.spsso.org.uk

You also have the right to complain about Eildon's care and support services to:

Care Inspectorate,
3rd Floor, Maxwell House
Bridge Street
Galashiels, TD1 1SW
Tel: 01896 664400



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The Weaving Shed
Ettrick Mill
Dunsdale Road
Selkirk TD7 5EB
Tel: 01750 725900
Email: enquiries@eildon.org.uk
www.eildon.org.uk

A Scottish Charity SCO 15026