

Unhappy with our service?

Complaints process



We want you to tell us when you're unhappy with:

Our service

The service provided on our behalf

We value complaints and learn from them to put things right.

Our complaints process has two stages

Stage 1: Front line resolution

We aim to resolve complaints within 5 working days from the point you first contact us. We will tell you the name of the member of staff dealing with your complaint. If we can't resolve your complaint we'll explain why. Those unhappy with our response can have their complaint move to stage 2.

Stage 2: Investigation

If we can't resolve your complaint at stage 1, we will investigate further. We aim to complete investigations within 20 working days. Complainers receive a full written response with the outcome. Those dissatisfied with our stage 2 decision can ask the Scottish Public Services Ombudsman to consider our response. We will tell you how to do this when you receive your outcome.

You can complain...

- By phoning our 24-hour Customer Service Centre on **0800 131 3348**
- By emailing **ContactUs@sanctuary-housing.co.uk**
- By writing to **Sanctuary Scotland, Customer Service Centre, 160 Francis Street, Hull HU2 8DT**, or to any of the housing offices listed below.
- Using the complaints form at **www.sanctuary-scotland.co.uk**
- At your local housing office:
 - Aberdeen** – 2 Donside Village Square, AB24 2PL
 - Cumbernauld** – Floor 8 Fleming House, 2 Tryst Road, G671JW
 - Dundee** – 185 Turnberry Avenue, DD2 3WN
 - Glasgow** – 7 Freeland Drive, G53 6PG

for further information on how we deal with complaints please refer to the 'Additional Guidance for Customers on Complaints' via our website.

Factoring and mid-market rent service complaints

If you are unhappy with our response to a complaint about our factoring or mid-market rent service, you can complain to the First-tier Tribunal for Scotland Housing and Property Chamber (www.housingandpropertychamber.com). We can tell you how to do this.

Housing support complaints

If you are unhappy with a housing support service provided by us, you can complain to us or to the Care Inspectorate (www.scswis.com or **0845 600 9527**). If you have exhausted our complaints process you may also contact your local authority's supporting people team.

Significant performance failures

The Scottish Housing Regulator (SHR) can consider 'significant performance failures'. The SHR defines this as something a landlord does or fails to do that puts the interests of its tenants at risk and which the landlord has not resolved. A complaint between an individual tenant and landlord is not a significant performance failure. More information on significant performance failures can be found on the SHR's website (www.scottishhousingregulator.gov.uk).

Contact us if you would like a written copy of our complaints policy and procedure.

www.sanctuary-scotland.co.uk

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 Sanctuary
Scotland