

COMPLIMENTS SUGGESTIONS COMPLAINTS



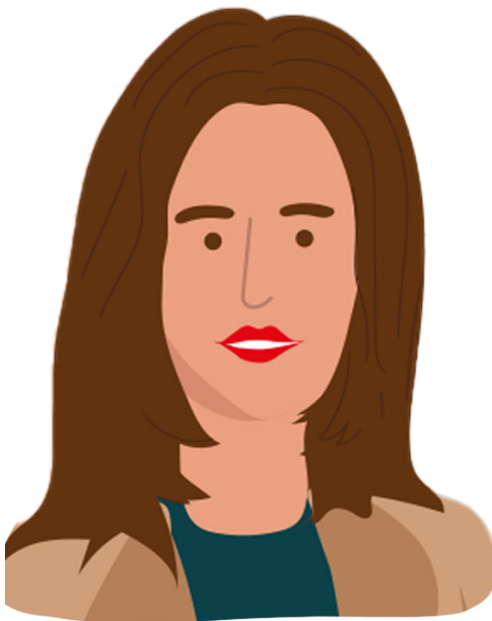


LET US KNOW...

THE LEAFLET IS A GUIDE TO:

- Complimenting our staff
- Making suggestions on how we can improve
- Making a complaint

You are the expert on home and neighbourhood. That is why you and your ambitions are at the heart of all we do. We want to actively involve you, listen to you and act on what you say.



Compliment,
suggestion or
complaint – your voice
helps us deliver better
services.

It's that simple.



COMPLIMENTS

There is nothing our staff like better than to know that something they have done has helped improve services for our customers.

FOR EXAMPLE ...

That's why we want you to tell us when a member of staff or a team has done something that earned a compliment. Then we can give them the recognition they deserve!

SUGGESTIONS

As customers, you will often have ideas or suggestions that could help us improve our services to you.

FOR EXAMPLE ...

If you have any suggestions, let a member of staff at Blackwood know. We really want to hear your ideas – they help us!



COMPLAINTS

WHAT IS A COMPLAINT?

A complaint is when you tell us that you are not happy with our services. Complaints can cover all parts of our services.

FOR EXAMPLE...

- If your repair has been carried out but it continues to be faulty – **this is a COMPLAINT**
- If a contractor fails to arrive at the appointed time to carry out repairs or leaves a mess – **this is a COMPLAINT**
- If a member of Blackwood staff does not phone or visit when they said they would – **this is a COMPLAINT**
- If a member of Blackwood staff does not respect my wishes – **this is a COMPLAINT**

WHAT IS NOT A COMPLAINT?

FOR EXAMPLE...

- A routine first time request for a service
- A problem with a neighbour - for more information on anti-social behaviour see page 6



TYPES OF COMPLAINT

'FRONTLINE' COMPLAINTS

These are complaints that are straightforward that we can answer quickly. Our target time to provide you with a resolution is within **5 working days**.

'INVESTIGATION' COMPLAINTS

If you are unhappy with how we have resolved a Frontline complaint it will be escalated to an Investigation. A trained investigator will handle the complaint and may need to speak to other staff, contractors or family members. A complaint may also go straight to an investigation if it is more complex or serious.

Our target is to have Investigations resolved within **20 working days**.

We follow the Scottish Public Services Ombudsman Model Complaints handling system. Our full Complaints Handling Procedure can be found on the Feedback and Complaints section of our website - <https://www.blackwoodgroup.org.uk/feedback>

SATISFACTION MONITORING

Blackwood has a requirement to monitor our customer satisfaction with complaint handling. This will be done:

- Through our customer satisfaction surveys
- By asking for your feedback online or by phone after your complaint is resolved



ANTI-SOCIAL BEHAVIOUR

Neighbourhood nuisance, issues with noisy neighbours, dog fouling, parking issues and harassment from other residents and visitors are considered anti-social behaviour (ASB). ASB is defined as...someone acting “in a manner that caused, or is likely to cause, alarm or distress to one or more persons not of the same household”.

We will deal with these issues through the Anti-social Behaviour Policy and our target timescales to resolve these issues is 30 days.

AFTER YOU COMPLAIN

WHAT HAPPENS NEXT?

After we log your complaint, we will send it to the appropriate Blackwood team to resolve. For example your Housing team, Maintenance team or Care team.

STILL NOT SATISFIED?

If you are not satisfied with the outcome of your complaint, you can take your complaint further to:

THE CARE INSPECTORATE

If your complaint is about our care or support services you can, at any time during your complaint, consult the Care Inspectorate. You can contact them on the details below:

Website: <http://www.careinspectorate.com/>

Phone: 0345 600 9527

Address: Compass House, 11 Riverside Drive, Dundee, DD1 4NY

SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO)

If your complaint is about our services as a Landlord or any other issues and we have not been able to resolve your complaint to your satisfaction, you may take your complaint to the Scottish Public Services Ombudsman (SPSO).

Website: www.spsso.org.uk

Phone: 0800 377 7330



UNACCEPTABLE ACTIONS

Blackwood recognises that people may act out of character in times of trouble or distress. We do not view behaviour as unacceptable just because someone is forceful or determined. However, when customers make unreasonable demands or behave unacceptably towards our staff it makes it difficult for us to do our job.

When this happens, our Unacceptable Actions Policy helps Blackwood manage the situation to make sure all complaints are treated equally. A copy of this policy is available on the literature zone on our website.

CONTACT US

IN PERSON:

Speak to any member of staff

BY TELEPHONE ON:

General: 0131 317 7227

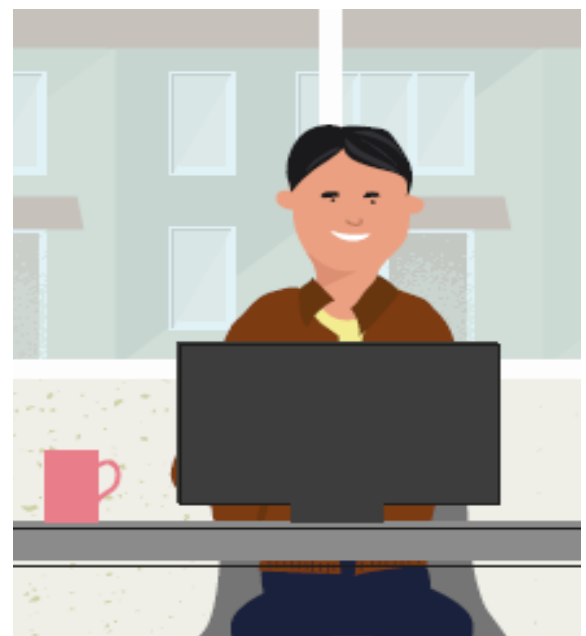
Maintenance: 03457 125 865

ONLINE:

<http://blackwoodgroup.org.uk/>
info@blackwoodgroup.org.uk

BY SURVEY:

<https://www.surveymonkey.com/r/SatisfactionQs>



COMPLIMENTS SUGGESTIONS COMPLAINTS

□ **HEAD OFFICE**

160 Dundee Street
Edinburgh, EH11 1DQ
0131-317-7227

□ **NORTH OFFICE**

23 Raeden Court
Aberdeen, AB15 5PF
01224-326-331

□ **WEST OFFICE**

1 Belses Gardens
Cardonald, G52 2DY
0141-883-4477

□ **EAST OFFICE**

160 Dundee Street
Edinburgh, EH11 1DQ
0131-317-7227

Blackwood is a trading name of Blackwood Homes and Care. Financial Services Authority Mutuals Public Register No 1728 RS. The Scottish Housing Regulator Registration No HEP 158. Registered Scottish Charity No SC007658. Property Factor No PF298.

www.blackwoodgroup.org.uk

