

LAR Housing Trust

Complaints Policy



[Note: to be referred to in allocation policies and for inclusion in Tenant Handbook]

LAR Housing Trust - Complaints Policy

This is LAR Housing Trust's Complaints Policy for use when you have a complaint which has not been dealt with to your satisfaction by the managing agent who is looking after LAR's homes; or where your complaint is about the managing agent and they have not resolved your complaint to your satisfaction.

1. What is a Complaint?

1.1 A complaint is an expression of dissatisfaction about our action or lack of action, or about the standard of service provided by LAR or on our behalf.

1.2 You can complain about things like:

- delays in responding to your enquiries and requests;
- failure to provide a service;
- dissatisfaction with our allocation policy, (for example dissatisfaction as to the level of priority you were given when applying for a home);
- our standard of service;
- treatment by or attitude of a member of staff – whether they are staff of our managing agents or a member of LAR's own staff.

1.3 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; or
- 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 2 investigation.

2. Who can make a complaint?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

3. How do I complain?

3.1 We believe that complaints are best resolved quickly and directly by those providing the service to you. Generally, this will mean that your complaint should first be raised with the Property Manager who is managing and maintaining your home on behalf of LAR. You can contact your Property Manager by calling 01383 630190 or at lettings@larhousingtrust.co.uk.

3.2 Of course, if your complaint is about your Property Manager or if you still believe that your complaint has not been dealt with properly, you can complain directly to the Operations Director at LAR.

3.3 To do this, you can complain in writing, to:

The Operations Director

LAR Housing Trust,

F3 Buchan House,

Enterprise Way,

Carnegie Campus,

Dunfermline

KY11 8PL;

or by email to: info@larhousingtrust.co.uk .

3.4 When complaining, please tell us:

- your full name and address;
- as much as you can about the complaint;
- if you have already complained to our managing agent, the process that has been followed there and why you believe your complaint has not been resolved;
- what has gone wrong;
- how you want us to resolve the matter.

3.5 Normally, complaints must be made within 6 months of the event giving rise to the complaint or, if later, the date that you found out that you have a reason to complain. When we receive your complaint, we will follow the complaints handling procedure, set out below.

4. Complaints Handling Procedure

4.1 We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

4.2 Stage one – frontline resolution.

This stage aims to resolve complaints quickly and close the source of the complaint. If the complaint is about something that LAR has done, or is a complaint about our managing agent, this could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action will be taken to resolve the problem. If the complaint is about an issue which has already been subject to an investigation by our managing agent, your complaint will automatically be subject to stage two resolution.

We will give you our decision at stage 1 in five working days from receipt of your complaint or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through stage 2. You may choose to do this immediately or within 21 days after you get our initial response.

4.3 **Stage two – investigation**

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation. This stage will be carried out by a senior person within LAR Housing Trust who is different from the person who dealt with the complaint under stage 1.

When using stage 2 we will:

- acknowledge receipt of your complaint within three working days;
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for;
- give you a full response to the complaint as soon as possible and in almost every case, within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

5. **Not Satisfied?**

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can, in certain circumstances refer your complaint to the Housing and Property Chamber First Tier Tribunal for Scotland : <https://www.housingandpropertychamber.scot> or to the local authority in which your home is situated. LAR is a registered private landlord with the local authority and our registration number is on your lease. If you cannot find the registration number, please give LAR a phone on 01383-630190 and will shall give it to you.