



COMPLAINTS PROCEDURE

Linkwide Limited, and its subsidiary Link Homes Limited, aim to provide a first class service to all of its service users, partners and agencies that we work with. However, there may be occasions when you are unhappy about something and, if this is the case, it is important that you tell us.

The aim of this Complaints Procedure is to give you clear details of the steps you can take to get things put right when there is a problem. This Procedure also gives us the opportunity to monitor the quality of service we provide so that we can continually work to improve it.

Who can use the complaints procedure?

Anyone who receives a service from Linkwide Limited or Link Homes Ltd can use the Complaints Procedure. This includes tenants, community groups, those receiving services from our Welfare Rights Team, partner organisations and those other agencies with which we work. Those acting on behalf of a person or organisation receiving or requesting a service, such as Councillors, MSPs, MPs, solicitors etc can also make representations on their behalf. However, we do encourage you to try and sort things out with us first.

Linkwide will not normally deal with anonymous complaints about its services through the complaints procedure. However, anonymous complaints of a serious nature will be investigated and kept on file.

What can you or your organisation complain about?

You can complain about any aspect of our services with which you or your organisation is unhappy. Complaints can be made in person, in writing, by telephone or by e-mail.

We will always try to deal with complaints sympathetically, but there are some things we will not be able to give information about. Examples of this include the disclosure of information, which would be a breach of confidentiality or information that is protected under the Data Protection Act 1998.

Trying to sort things out informally

You have every right to make a formal complaint if you wish, but it can often be quicker and easier for everyone if the problem is sorted out informally by talking to the Linkwide staff that you have most regular contact with. You should let them know what the problem is and how you would like to see the issue rectified.

With instances like the above, Linkwide staff will let you know how long it should take for the problem to be sorted and hopefully a solution will be identified and implemented.

THE FORMAL COMPLAINTS PROCEDURE

If the problem has not been satisfactorily addressed by informal discussions with Linkwide staff, you should in the first instance contact Linkwide, Watling House, Callendar Business Park, Falkirk FK1 1XR, Telephone 01324 417160, email linkwide@linkhaltd.co.uk.

When you make a complaint, it is important that you provide us with full details of the problem and also tell us how you would like it resolved.

We would encourage you to do this in writing wherever possible, but if you find this difficult, you can complain by telephone, in person or by e-mail.

Whether you have complained in writing, by telephone, by e-mail, or in person, the Customer Complaints Officer will write to you within 5 working days to acknowledge that the complaint is being dealt with and to tell you who is dealing with your complaint. Normally this will be the Community Regeneration Manager.

Within 10 working days we will write to you advising you of the outcome of your complaint or advising you of the progress that is being made. Where appropriate, an arrangement may be made to meet with you.

Please remember, however, that some things may not be entirely within our control and may therefore take longer to investigate and resolve. If this is the case, we will advise you of this at the earliest opportunity.

If you are not happy with our response to your complaint you will be able to use the appeals procedure.

The Appeals Procedure

If you feel that the Community Regeneration manager has failed to resolve your complaint satisfactorily, you can write to the Director of Linkwide Limited or, if you prefer, you can telephone, e-mail or request a meeting. The Director of Linkwide will investigate your complaint and respond to you in writing within 10 working days.

If you still feel dissatisfied you can request that your case is referred to the Chairperson of Linkwide Limited at 2C New Mart Rd, Edinburgh, EH14 1RL. If this action does not solve the problem to your satisfaction you may request that your case is referred to the Board of Link Group Limited at 2C New Mart Rd, Edinburgh, EH14 1RL. Your request will be dealt with within 10 working days.

Please note, if you write to the Director of Linkwide Limited or the Chairperson of the Linkwide Board in the first instance, your complaint will be referred to the appropriate person and will be channelled through the formal Complaints Procedure outlined above.

Scottish Public Services Ombudsman

If you have completed the above procedures and are still not satisfied either with our response or the way that we have dealt with your complaint, you may appeal to the Scottish Public Services Ombudsman at 4 Melville Street, Edinburgh, EH3 7NS. Tel: 0800 377 7330. Text: 0790 049 4372. Fax: 0800 377 7331. Email: ask@spsso.org.uk.

An explanation leaflet about the role, and how to contact the Ombudsman is available from Linkwide Limited or from Advice and Information Centres.

The Ombudsman will not be able to deal with complaints until the Linkwide Complaints Procedure has been carried out.

Will my complaint be treated as confidential?

We will, as far as possible, respect the confidentiality of your complaint. However, you will appreciate, that if the issues you raise involves a member of staff, it may be difficult for us to deal effectively with your complaint without talking to that individual.

How do we record and monitor complaints?

All formal complaints made to Linkwide Limited are recorded and reported to Linkwide Board on a quarterly basis.

This information can assist Linkwide Limited make changes or improvements in its policies and procedures.

Contacting us

We hope that you have no cause to complain to Linkwide, but if you do, you can be assured that your complaint will be dealt with quickly, fairly and in confidence.

If you wish any further information or advice on our Complaints Policy and Procedures, please do not hesitate to contact Linkwide Limited at the address below.

Linkwide
Watling House
Callendar Business Park
Falkirk FK1 1XR

Tel: 01324 417 160
Email: linkwide@linkhalt.co.uk

