



THE SCOTTISH HOUSING REGULATOR

Comments, suggestions and complaints about us

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Feedback from people who use our services helps us to improve our performance. So we welcome comments and want to hear from individuals and organisations who use our services.

If you would like to make any comments about the services we provide, or have any suggestions about how we can improve our services, please contact us. You may want to use the [feedback and complaints form](#) for your comments. Or, if you prefer, you can write, telephone or email us at shr@scottishhousingregulator.gsi.gov.uk.

What if I am not happy with the service provided or with the way you have dealt with me?

We will investigate complaints about us in the strictest confidence and will view any complaints about us as an opportunity to put things right. This will certainly not affect how we deal with the person who has made the complaint.

You can complain to us about any aspect of the service we provide as the Scottish Housing Regulator. If you have a complaint about a regulated organisation, you should follow its own complaints procedure (see [How do I complain about a housing organisation](#))

Our complaints procedure is designed to put things right and allow us to improve our standards of service. If you are concerned about broader policy issues, rather than how we deliver our services, a senior member of the Scottish Housing Regulator's staff will be happy to discuss this further with you. Please contact the head of policy and corporate services, who will put you in touch with the appropriate person.

Our complaints procedure

Who should I complain to? (Step 1)

Please talk first to the member of staff you have been dealing with. We can usually sort problems out immediately. However, if we cannot sort out the matter in this way, and you are unhappy with our response you should follow the next step set out below.

How do I make a complaint if I am unhappy with the response? (Step 2)

You can make your complaint to us:

- in person,
- in writing,
- by telephoning,
- by emailing shr@scottishhousingregulator.gsi.gov.uk; or
- by completing the [feedback and complaints form](#).

We will make sure that your complaint is passed to our head of policy and corporate services, who will arrange for your complaint about us to be investigated fully and resolved as quickly as possible. We will acknowledge your complaint within eight working days and send you a full response within 20 working days.

Can I complain to anyone outside the Scottish Housing Regulator? (Step 3)

If you are still unhappy with the response from our head of policy and corporate services, you can complain to the Scottish Public Services Ombudsman. The Ombudsman normally expects you to have completed our complaints process first.

You may find it helpful to contact the Ombudsman's office first by phone- you can call free on 0800 377 7330- or you can find them online at www.spsso.org.uk.

You can also send your complaint to SPSO, Freepost EH641, Edinburgh EH3 0BR.

The Ombudsman will normally only look at complaints made within 12 months of the date that you became aware of the matter about which you are complaining.

If your complaint is specifically about the way we provide information it may be more appropriate to complain to the [Scottish Information Commissioner](#). You can contact the Commissioner at:

Kinburn Castle
Doubledykes Road
St. Andrews KY16 9DS
Tel: 01334 464610

Who can help me make my complaint?

We are happy to help you submit your complaint about us. Or, if you prefer, we may be able to refer you to a suitable independent support or advisory service, such as the Citizens Advice Bureau. Please contact the head of policy and corporate services, who will be able to put you in touch with the appropriate person.

