

We are sorry that recently you felt unhappy with our services and raised a complaint via our formal complaints process. Whilst the outcome of your complaint may or may not have been the result you wished for we are still really keen to hear from you on the **way** **we handled your formal complaint**.

The information provided by you on this satisfaction survey will be used by ACHA to measure customer satisfaction with our complaint handling, and where applicable, to improve our services. ACHA wants to hear from you if have a complaint or suggestion. We'd much rather that you told us why you aren't happy with our service and give us the opportunity to make things better.ACHA aims to deliver a high quality and caring service to our customers. Our Senior Management Team review all formal complaints received on a monthly basis to help ensure that we learn from your feedback and continue to improve services.

Please base your answers on the formal complaints process only – not the events leading up to you making the complaint or the outcome of the complaint.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. How did you access information about how to make a formal complaint to Argyll Community Housing Association? | | | | | |
| * Website | | | * Telephone | | |
| * Visit to office | | | * Email | | |
| * Other – please state | | | | | |
| 2. How satisfied or dissatisfied were you with the following aspects of the formal complaints service? | | | | | |
| a. How easy it was to make your complaint | | | | | |
| Very easy | Fairly easy | Neither | | Fairly difficult | Very difficult |
|  |  |  | |  |  |
| Please provide details; | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| b. The information and advice provided by staff, in relation to the formal complaint | | | | |
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|  |  |  |  |  |
| Please provide details; | | | | |
| c. The speed with which your formal complaint was dealt with (the Scottish Public Services Ombudsman has stated that stage 1 complaints are dealt with within 5 working days and stage 2 complaints within 20 working days.) | | | | |
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|  |  |  |  |  |
| Please provide details; | | | | |
| 3. Overall, how satisfied or dissatisfied are you with the way your formal complaint was handled by Argyll Community Housing Association? (This question relates to the WAY the complaint was handled, and not the outcome.) | | | | |
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|  |  |  |  |  |
| Please provide details; | | | | |
| 4. How comfortable would you be to make a formal complaint to Argyll Community Housing Association in the future, should the need arise? | | | | |
| Very willing | Fairly willing | Neither | Fairly reluctant | Very reluctant |
|  |  |  |  |  |
| Please provide details; | | | | |
| Do you have any comments on how we could improve our formal complaints handling procedure? | | | | |
|  | | | | |

Thank you for taking the time to complete this survey.

|  |  |
| --- | --- |
| *Office Use Only* | |
| Complaint Reference |  |
| Completed Stage |  |
| Date Sent Out |  |
| Date Returned | DD/MM/YY |
| Outcome |  |