

## Compensation & Redress

We aim to provide a high quality service at all times to our customers, however we recognise that occasionally circumstances will arise when services do not meet our high standards and customers are inconvenience or distressed as a result. When these circumstances do occur it may be appropriate for us to award compensation (in the form of money, a gift or a service) to recompense customers for poor service or a loss, that is not otherwise covered by insurance.

We will endeavour to apply a suitable remedy at an early stage when service failures occur. The remedy will show our commitment to getting things right and learning from complaints.

Our tenants have a number of statutory rights, details of which are covered in the **Right to Repair (Housing (Scotland) Act 2001)** and the **Compensation for Improvements (Housing (Scotland) Act 2001)**

We will ensure that all individuals are treated equally and fairly in accordance with our Equality and Diversity Policy in the operation of this procedure. Our Compensation and Redress procedure is applicable to all customers, irrespective of tenure.