

Customer Care Charter

Sheltered Housing



Argyll Community Housing Association aims to deliver a high quality and caring service to its tenants and others in the community.

This Charter sets out the standards of service you can expect when contacting your local ACHA office or other ACHA staff and reflects our commitment to providing high quality services focussed on your individual needs.

ACHA's Customer Care Charter

ACHA is committed to providing a high quality service which is fair, open, accessible and responsive to all customers. By customers, we mean not only tenants but also everyone who uses, or seeks to use, our services.

Your Rights

We believe you have the right to:

- be treated courteously and with respect
- clear and correct information
- services delivered to agreed standards
- be advised of our obligations to you
- equality of access to services
- have your confidentiality respected
- a quick and effective response via our

complaints procedure if you are unhappy about our services.



Chalmer's Court, Inveraray

Our Complaints Procedure is available at all ACHA offices, on our website at www.acha.co.uk or if you prefer a copy can be posted out to you.

You may want to get independent advice:

- ❖ Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY, Tel: 0845 600 9527
- ❖ Argyll & Bute Citizens Advice Bureau, Riverside, Oban Road, PA31 8NG, Tel: 01546 605550
- ❖ Lomond & Argyll Advocacy Service, 155 Glasgow Road, Dumbarton, G82 1RH, Tel: 01389 726543

Our Standards

In order to provide and maintain services of the highest standard we will:

- Develop performance targets for all aspects of the service. We will regularly review our standards, taking into account the views and needs of our customers
- Monitor and report on our performance against agreed targets

Our Staff

In providing our service to you our staff will:

- Behave professionally and courteously at all times
- Be well informed and trained in their duties
- Identify themselves at all times
- Ask questions in a polite and fair manner

Our Offices

- Will be convenient, accessible and welcoming
- Will be accessible by people with disabilities
- Will provide a full range of up-to-date information leaflets
- Will have facilities to ensure interviews are held in private

Our Services

- We shall ensure local access to services wherever possible
- We shall try to ensure that services we deliver are effective, efficient and provide good value for money
- We welcome suggestions and comments on the services we provide
- We shall ensure that information about all our services and your rights is widely available
- We shall maintain an emergency out of hours service
- We shall offer you an appointment with a member of staff if you are dissatisfied with or wish further information on our services



Wallace Court, Dunoon

Telephone Calls

- We will answer promptly and politely
- We will identify ourselves
- We will call you back by the end of the following working day if the member of staff you require is unavailable or if we cannot answer your enquiry immediately

Letters

- We aim to provide a reply within 10 working days
- Our reply will be accurate and in plain English
- Our reply will include the name and telephone number of the sender

Meetings with Staff

- We would encourage customers to make appointments to talk to staff because all staff members are trained to listen and empowered to make decisions.
- We will provide you with written confirmation of what was discussed and any follow-up action to be taken wherever you require.

Equal Opportunities and Diversity

Argyll Community Housing Association is committed to providing a high quality, professional and caring service to everyone. This service will be provided to everyone without discrimination of any kind.

Health and Social Care Standards

ACHA is committed to meeting the Health and Social Care Standards for Housing Support Services. We will work to ensure the guiding principles are followed in all our dealings with you. The full standards are available from your Community Support Assistant, ACHA offices and online at www.careinspectorate.com.

These are the guiding principles:

Dignity and respect

We respect your right to:

- have your human rights respected and promoted.
- be respected and treated with dignity as an individual.
- be treated fairly and not to experience discrimination.
- have your privacy respected.

Compassion

We respect your right to:

- experience warm, compassionate and nurturing care and support.
- have care provided by people who understand and are sensitive to your needs and your wishes.

Be included

We respect your right to:

- receive the right information, at the right time and in a way that you can understand.

- be supported to make informed choices, so that you can control your care and support.
- be included in wider decisions about the way the service is provided, and your suggestions, feedback and concerns are considered.
- to be supported to participate fully and actively in your community.

Responsive care and support

We respect your right to:

- have your health and social care needs assessed and reviewed to ensure you receive the right support and care at the right time.
- have your care and support adapted when your needs, choices and decisions change.
- experience consistency in who provides your care and support and in how it is provided.
- have any complaint you make acted on.

Wellbeing

We respect your right to:

- be asked about your lifestyle preferences and aspirations and to be supported to achieve these.
- be encouraged and helped to achieve your full potential.
- be supported to make informed choices, even if this means you might be taking personal risks.
- feel safe and to be protected from neglect, abuse or avoidable harm.

Duty of Candour

In addition to our commitment to the Health and Social Care Standards, we also abide by the Duty of Candour Procedure (Scotland) Regulations 2018 which came into force on 1st April 2018. Our Community Support Assistants and other appropriate staff have been trained in this procedure. Further information regarding Duty of Candour is available from the Community Support Assistant, ACHA offices, or online at: www.careinspectorate.com

Contacting Us

You can speak to the Community Support Assistant in your complex or contact your area office in person, by telephone, by letter or by email using the detail below.

You can contact the Community Support Assistant on the numbers below:

| | |
|-------------------------------|--------------|
| Caledonia Court, Ardrishaig | 01546 603275 |
| Chalmers Court, Inveraray | 01499 302423 |
| Cragroy, Port Riddell | 01369 704877 |
| Dunmar Court, Oban | 01631 564206 |
| Elder Crescent, Bowmore | 01496 810627 |
| Ferfadd Court, Rothesay | 01700 504795 |
| Ford Spence Court, Benderloch | 01631 720552 |
| MacDougall Place, Bunessan | 01681 700370 |
| McCracken Court, Lochgilphead | 01546 602638 |
| Wallace Court, Sandbank | 01369 704890 |
| Lochgair Place, Tarbert | 01880 821139 |



Caledonia Court, Ardrishaig

Argyll Community Housing Association area offices

Bute

13-16 Longhill Crescent
Rothesay
Isle of Bute
PA20 0JT **01546 605870**
housing.bute@acha.co.uk

Cowal

Dolphin Hall
Manse Avenue
Dunoon
PA23 8DQ **01546 605950**
housing.cowal@acha.co.uk

Islay

11 Flora Street
Bowmore,
Isle of Islay
PA43 7JX **01546 605890**
housing.islay@acha.co.uk

Mid Argyll

Dalriada House
Lochnell Street
Lochgilphead
PA31 8JL
01546 605800
housing.midargyll@acha.co.uk

Oban, Lorn & Isles

Menzies House,
Glenshellach Business Park,
Oban,
PA34 4RY
01546 605930
housing.lorn@acha.co.uk

This leaflet is available in other formats including large print, audio cassette, Braille and community languages – please ask at your local ACHA office.

If you have difficulty with written material our staff will be glad to help to explain this leaflet or any other ACHA paperwork.