

Complaints Accreditation Factsheet

Our Complaints Accreditation is an independent assessment of your complaints service against a series of complaints commitments and building blocks.

Our criteria is based on the housing sector's best practice and advice and are a reflection of the Scottish Public Services Ombudsman's Complaint Handling Procedures model.

With this Accreditation you can:

- improve your complaints handling process
- increase customer satisfaction
- build a continuous improvement framework
- empower your employees and customers
- show accountability

The process:

We provide support and guidance during the course of the Accreditation, with a strong focus on good practice and continuous improvement.

The process is designed to offer an independent challenge to landlords' self-assessment and critically challenge complaints service.

These standards recognise the regulatory framework of how landlords are performing against the Scottish Social Housing Charter.

It enables housing providers to improve their complaints service and processes and demonstrate how they're responding to their customers.

Trained and experienced tenant assessors are a core part of the team and ensure the process is outcome focused.

The Accreditation is for all social landlords and is awarded for three years. It is independently validated by HouseMark.

More information:

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 **accreditation**



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