



Homelessness Complaints

This leaflet covers what to do if you are in any way unhappy with our services and what options are open to you.

This leaflet can be provided in a range of different languages or formats as required, such as large print, audio format or Braille.

What is a complaint?

A complaint is an expression of dissatisfaction, about the standard of service, actions or lack of action by the Council, affecting an individual customer or group of customers.

A complaint is not:

- A request for service.
- Request for information or explanation of Council policy or practice.
- Matters for which there is a right of appeal such as an appeal within the Council or to an independent tribunal, or other legal remedy.

If it is not a complaint that you have, you should contact us directly to discuss the matter that is concerning you.

If you have approached our homelessness service for assistance and did not agree with our decision, you may be interested in our leaflets on appeals and judicial review.

If you have a complaint

We take all complaints very seriously and try and address these as quickly as possible. All complaints are investigated fully. In order to do this we use the Council's corporate procedure on complaints. We have a separate leaflet that covers this issue.

This leaflet is available directly from our Housing Services or from the Council's Customer Services. It is also available on our website at www.orkney.gov.uk

What will happen following my complaint?

All complaints are monitored and information arising from complaints is used to highlight areas where we could improve our services. This information is taken into

account when we review our policies and helps us to focus on areas of our services where improvements may be needed.

What happens if I am still not happy?

If you are still not happy after making a complaint to Housing Services, you may wish to complain to the Scottish Public Sector Ombudsman. The letter you receive in response to your complaint, will give you details of how to complain to the Scottish Public Services Ombudsman.

If your complaint refers specifically to your housing support, you can also complain to the Care Inspectorate who regulate our support services.

Is there someone who can help me make a complaint?

The Citizen's Advice Bureau offer a free, confidential housing advice service and they can help you to complain if you wish.

Alternatively you may wish to contact a Solicitor engaged in private practice or a Housing Advice Centre such as Shelterline.

Contact Details

Orkney Islands Council

Housing Services

Address: Council Offices, School Place, Kirkwall, KW15 1NY.

Telephone: 01856873535.

Website: <https://www.orkney.gov.uk>

Email: homeless@orkney.gov.uk

Emergency out of hours repairs service: 01856873430.

Emergency out of hours homelessness officer: 07921582962.

Voluntary Sector

Citizens Advice Bureau

Address: 6 Bridge Street, Kirkwall, KW15 1HR.

Tel: 01856875266.

Shelterline

Telephone: 08088004444 (free 24 hour advice).

Website: <https://scotland.shelter.org.uk/>

Scottish Public Services Ombudsman

Address: 4 Melville Street, Edinburgh, EH3 7NS.

Telephone: 08003777330.

Fax: 08003777331.

Website: <https://www.spsso.org.uk/contact-us>

The Care Inspectorate

Address: East Bank, East Road, Kirkwall, KW15 1LX.

Telephone: 01856870535.

National Telephone Line: 08456009527.

Website: <https://www.careinspectorate.com/>

Details of Solicitors engaged locally in private practice can be found in the Yellow Pages Directory.

