

Making a complaint

If you're unhappy with the service you receive from the Housing Support Service and want to make a complaint, it's usually easier if you complain quickly and directly to a member of our staff. They can then try to resolve any problems on the spot.

If you're still not satisfied, you can:

- complete a form online at **www.pkc.gov.uk**
- telephone the Customer Service Centre on **01738 475000**
- email us on **customercomplaints@pkc.gov.uk**
- write to the Customer Service Centre, Perth & Kinross Council, Pullar House, 35 Kinnoull Street, PERTH, PH1 5GD
- visit any Council office

When you contact us, tell us:

- your full name and address;
- as much as you can about your concern;
- what has gone wrong;
- how you would like us to resolve the matter.

You may also make a complaint to the Care Inspectorate. You can do this by:

- filling in their complaints form online at **www.careinspectorate.com**
- calling them on **0345 600 9527**
- emailing them at **concerns@careinspectorate.gov.scot**

writing to any of their offices

contacting us:

tel **01738 476000**

email **HousingInfo@pkc.gov.uk**

address *Perth & Kinross Council,
Pullar House
35 Kinnoull Street
PERTH
PH1 5GD*

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

www.pkc.gov.uk

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Housing Support Service

Helping You Make it Home



The aims of the Housing Support Service

- *To prevent homelessness by providing you with personal housing support.*
- *To support households in temporary accommodation.*
- *To work with you to maintain your home.*

Your Housing Support Officer

You will have a named Housing Support Officer who will make sure you are offered all the support you need from the Housing Support Service. They will refer you to external support providers if you need extra help.

The type of support you can expect from your Housing Support Officer:

- *Setting up and maintaining your home.*
- *Help with budgeting your money.*
- *Claiming the benefits you're entitled to.*
- *Advice on your safety and security.*

Record-keeping and confidentiality

Your personal information will be kept secure and the Council will respect your confidentiality. If you want a copy of your support file this will be given to you on request.

Under the Data Protection Act 2018, you have the right to find out what information the government and other organisations store about you. These include the right to:

- *be informed about how your data is being used;*
- *access personal data;*
- *have incorrect data updated;*
- *have data erased;*
- *stop or restrict the processing of your data;*
- *data portability (allowing you to get and reuse your data for different kinds of services);*
- *object to how your data is processed in certain circumstances.*

Accessing the Housing Support Service

You have rights:

- *to be always treated politely and with respect;*
- *to make decisions about the support you want;*
- *to have your privacy respected;*
- *to have your cultural, racial and spiritual needs valued and respected;*
- *to complain if any of these rights are being taken away.*

You also have some responsibilities:

- *Meet with your Housing Support Officer at the pre-arranged times.*
- *Don't misuse substances before pre-arranged meetings with our staff.*
- *Treat Housing Support staff with respect.*
- *Work together with staff to help us achieve what you want to.*

Quality of our service

Perth & Kinross Council Housing Support Service is regulated by the Care Inspectorate - a copy of the most recent inspection report is available on request or can be accessed at:

www.careinspectorate.com