

# APPEALS

## Appeal or Complaint?

An appeal is **a request to reconsider a decision** (or conditions attached to a decision) made by a member of staff or other person acting on behalf of West Granton Housing Co-operative.

Tenants and other customers of the Co-operative may appeal against decisions.

Examples of decisions include:

- a decision on a request made by a tenant under the Tenancy Agreement (e.g. a request to assign a tenancy);
- a decision in relation to arrears action (e.g. the issue of a Notice of Proceedings);
- the rejection of an application for housing;
- the refusal of a request for a repair or adaptation;
- a decision to recharge a tenant for a repair (or the amount charged).

An appeal against a decision is not the same as a complaint and the provisions of WGHC's Complaints Handling Policy do not apply.

**Basically if you want us to change our decision about something that affects you it's an Appeal.** If you are unhappy about something WGHC has done or not done it's probably a complaint.

## How to appeal

You have the right to submit an appeal against decisions made by WGHC which affect you. The appeal will be considered by our Committee of Management or a subcommittee. Your identity will not be disclosed to the committee. The Committee's decision will be final.

Appeals should be in writing and should say:

- What the decision was;
- the reasons for the appeal;
- What the desired outcome is.

You can use the form overleaf or write a letter.

We will not normally consider an appeal submitted more than 3 months after the date of the decision. We will not consider appeals which are vexatious, malicious or persistent.

The Chief Executive will write to inform you of the appeal decision.

WEST GRANTON HOUSING CO-OPERATIVE LIMITED 26 Granton Mill Crescent Edinburgh EH4 4UT

Tel: 0131 551 5035

Fax: 0131 551 7235

Email: [mail@westgrantonhc.co.uk](mailto:mail@westgrantonhc.co.uk)

West Granton Housing Co-operative Limited is a fully mutual co-operative housing association registered as a social landlord with the Scottish Housing Regulator (HAC 225); and is a registered society under the Co-operative and Community Benefit Societies Act 2014 (2357 RS).

**APPEAL: against a decision made by West Granton Housing Co-operative Limited.**

If you wish to appeal you may use this form or write a letter. You can ask a member of WGHC staff or another agency to help you appeal.

**The decision was:** (say what decision WGHC has made that you disagree with).

**My reason for appealing is:** (say why you think the decision was wrong. Use additional paper if you need to).

**My desired outcome is:** (say what you want to happen).

Signed \_\_\_\_\_ (Please sign your name here)

Date \_\_\_\_\_ (Please enter the date here)

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