

If you are not happy with our response you can request it is reviewed.

This review will usually be carried out by a line manager who will review the response to make sure it was appropriate, reasonable and followed the procedure. Only if this is found not to be will they reopen the investigation.

If you remain unhappy with our response after this review you can request an appeal.

An appeal will usually be considered by the Chief Executive and a Board Member who will review the investigation of the complaint and previous responses.

At both review and appeal we will:

- Agree what actions we will take to investigate your concerns and when we will get back to you.
- Give you feedback about what we find out in our investigation
- Confirm the outcome of your complaint in writing.

If you remain dissatisfied after the appeal you can contact the housing ombudsman service:

Housing Ombudsman Service

81 Aldwych, London. WC2B 4HN

Tel: 020 7421 3800 Minicom: 020 7404 7092

Fax: 020 7831 1942 Email: info@housing-ombudsman.org.uk

Elim Housing Association

Units 3 & 4 Pinkers Court,
Briarlands Office Park,
Gloucester Road, Rudgeway.
BS35 3QH



@ElimHousing



Elim Housing
Association

Email: info@elimhousing.co.uk

Phone: 01454 411172

Web: www.elimhousing.co.uk

Fax: 01454 419340

Tell us what you think!



Elim aims to deliver an excellent service and welcomes the opportunity to make service improvements based on both positive and negative customer feedback.

Anyone can give us feedback about our service and this leaflet gives an overview of how we will respond to the feedback we receive.

Different types of feedback

Compliment

A compliment is an expression of satisfaction around a service you have received, something you feel went well.

Compliments help us identify what works well so we can continue to develop this by sharing with others for example.

Suggestion

A suggestion is an idea you have, often based on your experience as a customer, which could improve the way we work.

Suggestions help us to make improvements to the services we offer to current and future customers.

Expression of dissatisfaction

An expression of dissatisfaction is where you let us know you are not happy with a service but you don't want a formal response.

Expressions of dissatisfaction help us to learn or change the way we do something.

Complaint

A complaint is when you formally ask for an investigation or review of actions, lack of action or outcome relating to our services.

Complaints require us to review the service we provided and feedback to you our findings. We may need to take action as a result of these findings.

Our approach

We value all feedback and we will:

- Accept your feedback from any customer or anyone affected by Elim's services.
- Accept your feedback however you choose to give it - in person, by phone, email, letter etc.
- Acknowledge your feedback.
- Agree with you what actions we need to take and the timescale for those actions.
- Get back to you when we say we will.
- Monitor and report on all feedback to help make sure we learn from it.
- Empower and encourage all staff to deal with feedback at first point of contact.
- Apologise if we have made a mistake.

The complaints process

When you tell us you are dissatisfied with our service or make a complaint the person you are speaking with or writing to will take responsibility for making sure we respond appropriately.

We will:

- Discuss your concerns and what you would like us to do.
- Agree what actions we will take to investigate your concerns and when we will get back to you.
- Give you feedback about what we find out in our investigation.
- Apologise and take action to resolve an issue if we have made a mistake or our service has not been as good as it should have been.
- Confirm the outcome of your complaint in writing.
- Explain what options you have if you are not happy with our response.