



TELL US WHAT YOU THINK ABOUT OUR SERVICES

We treat all complaints seriously. Whatever has happened we want to learn what has gone wrong so we can improve how we work and improve our service to you and others.

Who can make complaints?

All our customers:

- Residents
- People applying for a home from us
- People using our support services
- Homeowners
- Other people or organisations who may be affected by what we do

How do I make a complaint?

You can make a complaint in any way you choose:

- In person
- Email
- Letter
- Phone
- Fax
- Website

Complaints can be made to any member of staff. Try and speak with the person you would normally deal with. They'll be able to help you or direct you to the right person. The person who will deal with your complaint will be known as your complaint officer.

Your complaint officer 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.

If you need help to make your complaint, we can either sign post you or refer you to a support provider.

We want you to tell us when:

- We fail to deliver a service
- You're unhappy with the standard of our service or a service delivered on our behalf by another company, for example, a maintenance contractor
- You're unhappy with our response when you request a service
- You're unhappy with our attitude or behaviour, or a member of staff from a company acting on our behalf
- You're unhappy about our policies or how they've been used
- You feel you've had a really good service.
- You have a suggestion for how we might improve our service delivery
- You'd like to let us know that you're not happy with a service even if you don't want a formal response.

Complaints procedure:

Stage 1

When you contact us to make a complaint, you'll be allocated a case officer who will investigate and take action to resolve your complaint.

Stage 2

If you are unhappy with the outcome at Stage One, your complaint will be passed to a manager who will be your case review officer. The case review officer will speak with you and review the response to the initial complaint and see if a resolution can be reached.

Stage 3

If you are unhappy with the outcome at Stage Two there is a final internal complaint stage and this is for the complaint to be escalated to the Chief Executive. The Chief Executive will review the complaint and give an explanation of any decision and details of any actions recommended.

Stage 4

If you are still dissatisfied following the Stage Three review, you may involve a Designated Person or the Housing Ombudsman.

When a complaint has been through stage one, two and three of our process, we won't discuss or consider it further unless asked to by a Designated Person or the Housing Ombudsman.

Compliments

Compliments about our service are important to us. They help us to know when we've got things right. If you feel we've done something well, we'd love to know.