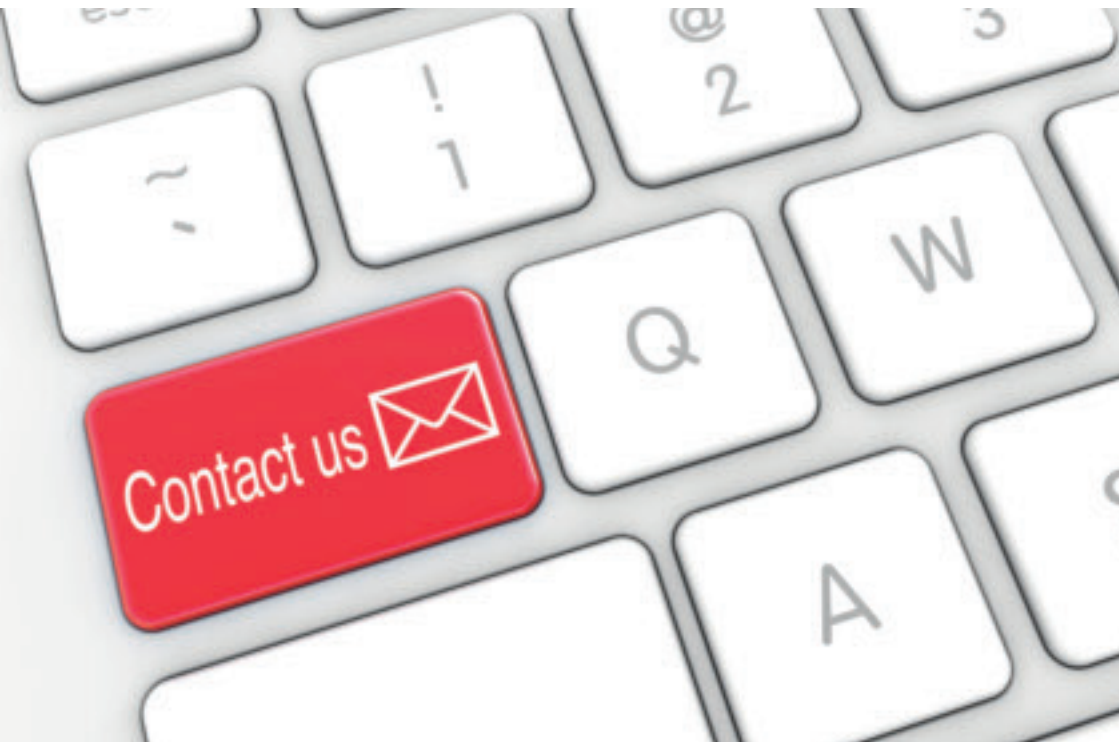


Complaints, Compliments and Suggestions



We welcome all feedback from our residents and value any suggestions you may have about our services. This leaflet explains how we deal with complaints, compliments and suggestions.

Suggestions

If you have a comment or suggestion to make about the services we provide or if you have an idea on how we can improve our services, please tell us. We will look at your suggestion and see if we can use it. We will let you know what we have done with it once we have considered it.

Compliments

We welcome compliments about the services we provide and our staff. If you would like to make a compliment, please tell us. We will acknowledge your compliment and ensure it reaches the staff involved.

Complaints

We aim to give an excellent service to our residents at all times. However, we know that on occasions mistakes can happen or our services will not be of an acceptable standard. As a result you may wish to complain. Wherever possible, we will aim to resolve your complaint at the first point of contact.



What is a complaint and who can complain to us?

A complaint is an expression of dissatisfaction with:

- The standard of service you have received from us
- The standard of service you have received from one of our contractors
- The response we have provided to a request for a service
- An action that we take or fail to take.

Anyone who uses our services can complain, including the agreed representative of someone who is dissatisfied with the service.

It's good to talk

If you have a problem or are unhappy you can start by talking to a member of staff. We may be able to resolve the issue for you quickly if you tell us why you are unhappy and what you want us to do to put things right. Often we can resolve the problem on the spot, without the need to fill in forms or put your complaint in writing. It is much easier to resolve a complaint if you let us know about it as soon as possible.

You can help by

- Being clear and specific about your complaint
- Telling us exactly what the key issue is and what went wrong
- Telling us what it is you require to put things right

Making a complaint

If we cannot resolve the matter quickly for you, you can make a complaint to us in person, on the phone, by email or by post using our complaint form.

Telephone:

020 8777 1122

Email:

reception@glebeha.org.uk

Post:

Glebe House, Bencurtis Park,
Corkscrew Hill, West Wickham,
Kent BR4 9QD

Support

We receive complaints in any language. If you need help to put your complaint in writing, or need an interpreter to help you make a verbal complaint, we will make the necessary arrangements upon request.

Exclusions - What can't I complain about?

There are some things we can't deal with through our complaints procedure. These include complaints that:

- The issue giving rise to the complaint occurred over six months ago (unless this relates to health and safety, safeguarding or legal obligation).
- Legal proceedings are ongoing. This does not mean that we will not seek to settle a matter outside of court proceedings.
- The matter has already been dealt with under our complaints policy.



How long do I have to make a complaint?

You need to make your complaint within six months of the matter arising.

What you can expect when you make a complaint

We will:

- ✓ Make it easy for you to make a complaint
- ✓ Help anyone who requires assistance in making a complaint
- ✓ Treat you fairly and respectfully
- ✓ Listen and deal with your complaint in a prompt and courteous manner
- ✓ Keep you informed throughout the process of your complaint
- ✓ Take your complaint seriously and investigate it fully and impartially
- ✓ Apologise when we get things wrong
- ✓ Put right any mistakes made and learn from them

What happens when you make a complaint

We have a two-stage complaints procedure.

Stage 1

Your complaint

Your complaint may well be resolved on the day we receive it, but we will probably need time to look into it. If so, we aim to post you an acknowledgment letter within five working days and a response letter within ten working days.

Some cases may require more time and, if we cannot reply fully within ten working days, we will contact you and explain why. We will let you know when you will receive a full response.

Stage 2

Review

If you are still unhappy at the end of Stage 1, you can request that your complaint is reviewed. If this happens the Chief Executive Officer will look at your complaint.

The Chief Executive will investigate the matter and will respond to you within 20 working days of receipt of the notification. If it is not possible to provide a full response within that time period, the CEO will notify you of the reason and provide an indication of when you will receive a response.

If the response provided by the Chief Executive does not resolve the matter to your satisfaction, you may then refer your complaint to the Ombudsman and ask the Housing Ombudsman Service to investigate how we dealt with the matter.

The Housing Ombudsman contact details are shown below.

Housing

Ombudsman Service

Housing Ombudsman Service

PO Box 152

Liverpool L33 7WQ

Email: info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk



Glebe Complaints Form (side 1/2)

1. Your Contact Information

Name:

Address:

Telephone Number:

Email Address:

Preferred method for us to contact you:

2. Your Requirements

If our usual way of dealing with complaints is difficult for you, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling in this form on behalf of someone else, please fill in the next section. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

3. Making a Complaint for someone else

Making a complaint on behalf of someone else: Please enter details here;

Full Name:

Address:

Your relationship to them:

Why are you making a complaint on their behalf:

Glebe Complaints Form (side 2/2)

4. Your Complaint (Please continue your answers on a separate sheet(s) if necessary).

What do you think we did wrong, or failed to do?

Describe how you personally or the person you are representing has been adversely affected

What would you like us to do to put things right?

Have you already put your concern to the front line staff (e.g. wardens, housing/maintenance staff or administration) If yes, please give details of how and when you did so.

Please attach any documents or other evidence to support your complaint.

Signed:

Date:

Please return form (by post or in person) to; Glebe Housing Association, Glebe House, Bencurtis Park , West Wickham Kent BR4 9QD or by email to: Reception@glebehousing.org.uk

