Your guide to making a complaint, compliment or suggestion
Introduction

At One Housing Group we aim to provide a high quality service in all areas of our work. However, we recognise there are times when things might go wrong and we don’t deliver the service we promise.

If this happens, please let us know so that we can put things right. We are committed to dealing with all complaints quickly, fairly and effectively.

We also welcome positive feedback in the form of compliments and any suggestions you have in relation to our service.

Simple
To make a complaint.
To reach a resolution.
To give compliments.
To make suggestions.

Open
You get regular and personal contact.

Useful
Your feedback helps us to improve services.
One Housing Group aims:

- To encourage all feedback, in order to help us learn and improve.
- To keep customers informed of how their complaint is progressing.
- To teach all staff how to resolve complaints quickly.
- To respect the confidentiality of the complaint and complainant.
- To record, monitor and report on complaints received into the organisation.

What can I make a complaint about?

You should use our complaints process if you feel we have failed to deliver what we promise. For example:

- We failed to comply with one of our policies, procedures or a standards of service delivery.
- You are dissatisfied with the behaviour of an One Housing Group staff member or contractor.
- We acted unfairly.

How do I make a complaint, compliment or suggestion?

Any feedback can be made to One Housing Group using a complaints form, by letter, fax, telephone, in person or by email. You should never be told to ‘put it in writing’. If you need help with this, any member of staff would be happy to help you. Written complaints will be accepted from someone else on behalf of a complainant, provided we have the complainant’s consent.

Is the complaints process the only way to help with my concerns?

No. We have a number of specialist services that are ideally placed to help resolve your specific concerns quickly and effectively. If you are experiencing anti-social behaviour, want to report a repair, have an outstanding repair or want to report estate management issues these should not be dealt with using our complaints process. Simply contact our Customer Contact Centre on 0300 123 9966, who will advise and assist you.
Summary of our complaints process

What happens when I make a formal complaint?

Stage one
When we receive your complaint it will be assessed and assigned to the most appropriate staff member who will investigate and respond. We will send you an acknowledgement letter within two working days. A full written response will be sent within 10 working days.

A member of staff will always try to contact you personally during this time to discuss a resolution. It is important for you to tell us what you consider to be a satisfactory resolution. If we are unable to respond to your complaint within the specified timescale we will contact you to tell you why and agree a new response date.

Stage two
If you remain dissatisfied, you can take your complaint further. Within 28 days of receiving our response you can request to take your complaint to the final stage. It is important that you explain why you remain dissatisfied following the stage one response and what you consider to be a satisfactory resolution. Your complaint will be assessed and assigned to the most appropriate manager to review and respond. We will send you an acknowledgement letter within two working days. A full written response will be sent within 10 working days.

What if I am not satisfied with the outcome?

Contact us. We will always try to discuss and resolve any outstanding concerns as quickly as possible.
What if I remain dissatisfied following the decision at stage two?

If you wish to take your complaint further following the decision at stage two, you will be advised of your right to approach a “Designated Person” such as an MP, Councillor or a Designated Tenant Panel. The role of the designated person is to assist in the resolution of complaints locally. If the designated person considers they are unable to assist in your complaint and if you authorise them to do so, they have the option to refer your complaint to the Housing Ombudsman Service.

In accordance with the Localism Act 2011 you may refer your complaint directly to the Housing Ombudsman Service eight weeks after the exhaustion of our complaints process.

The Housing Ombudsman will investigate your complaint in line with their own procedure and will contact you and One Housing Group with an outcome.

Complaints relating to services registered by the Care Quality Commission, or commissioned by the Local or Health Authorities can be made to these bodies directly at any stage. These organisations will often expect internal complaints procedures to have been fully exhausted before getting involved, but in some cases will investigate before internal procedures are completed. One Housing Group respects the rights of its One Support customers to complain to these statutory bodies and will work openly with partner agencies to resolve any legitimate concerns that customers raise.

Can you decline to deal with my complaint?

Yes. For example:

- if it is made six months or more after you became aware of the problem
- if you are submitting a complaint that has already been through our complaints process
- if your complaint is about a service not provided by One Housing Group
- if you are complaining about a matter for which you are taking legal action or One Housing Group is taking legal action against you
- if we deem the complaint to be unreasonable
- if you refuse to tell us what you require as an outcome to resolve your complaint

Please note: Refusals to deal with complaints on this basis will always be carefully considered decisions. A full explanation will always be provided. For further details please see the Complaints and Compliments Policy.

It may be necessary in some exceptional circumstances to deviate from the formal policy. One Housing Group reserves the right to this at the discretion of a senior manager.

What does One Housing Group do with complaints and compliments?

We use complaints and compliments to make practical improvements to our services. These improvements are regularly published to our residents and our Board. If you would like more information on this, please contact our Performance, Improvement and Policy team on 0300 123 9966.
Complaints and compliments contact details

**Online:** onehousinggroup.co.uk

**Email:** complaints@onehousinggroup.co.uk  
(for complaints)

**Email:** solutionsbox@onehousinggroup.co.uk  
(for compliments and suggestions)

**Phone:** 0300 123 9966

**Fax:** 020 8821 5251

**Post:** Complaints  
One Housing Group  
Suttons Wharf South  
44 Palmers Road  
London E2 0TA

**Or in person,** at these or any of our other housing offices

One Housing Group (head office)  
100 Chalk Farm Road  
London NW1 8EH

Ground floor  
25 – 27 Broadway  
Maidenhead  
Berkshire SL6 1LY

12 The Quarterdeck  
London E14 8SJ

17 Castalia Square  
London E14 3PQ

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**Housing Ombudsman Service**

**Online:** www.housing-ombudsman.org.uk

**Email:** info@housing-ombudsman.org.uk

**Phone:** 0330 111 3000

**Fax:** 020 7831 1942

**Post:** Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN

**Designated Person**

- Local Councillor, through your local authority or search online at www.gov.uk
- Member of Parliament, by writing to the House of Commons, London, SW1A 0AA or search on line at www.parliament.uk
- Please contact the Complaints team for further information on designated tenant panels.
Complaints, compliments or suggestions

About you

Your name:

Address:

Postcode:

Daytime phone number:

Mobile phone number:

Email address:

Preferred method of communication

Phone

Email

Letter
What are the details of your complaint, compliment or suggestion?

Please continue on a separate sheet if necessary.
Please ensure your name and address are clearly marked.
What specific outcome do you want to resolve your complaint?

... 

Will someone be acting on your behalf?  
☐ Yes  ☐ No

If yes, please give their name and contact details

... 

Signed:  
Date: 

Please also fill in the following sections if you are making a complaint

Have you already spoken to us about this?  
☐ Yes  ☐ No

If yes, who?

... 

When?

... 

What did they do?

...
Remember

• You should never be asked to ‘put in writing.’ You can make a complaint in person, by telephone or in writing.

• You can make a complaint or comment on our services to any member of staff.

• At any stage of a complaint you should expect personal contact from an investigating staff member.

Thank you for your feedback

You can return this by handing it in at any of our local offices, giving it to any member of staff, or by post at: Complaints, One Housing Group, Suttons Wharf South, 44 Palmers Road, London E2 0TA.

If you would like further information on our Complaints and Compliments Procedure, a copy of our policy or require this document in large print or Braille, please call our Customer Contact Centre on 0300 123 9966.