



How to complain and give feedback

A guide for our social housing residents
and care and support customers

We aim to provide high quality services across all of our work. But sometimes things can go wrong and we don't do as well as we should.

If this happens, please tell us so that we can try to put things right. We're committed to dealing with complaints quickly, fairly and effectively.

We also welcome positive feedback such as compliments and suggestions you have for making our services better.

Our complaints process is designed to be:

Simple



To make a complaint.
To resolve it.
To give compliments.
To make suggestions.

Open



You get regular and personal contact.

Useful



Your feedback helps us to improve services.



We aim to:

- encourage customers to give us feedback, to help us to learn and improve.
- keep you up-to-date with how we are dealing with your complaint.
- make sure that our staff know how to resolve complaints quickly.
- treat complaints confidentially.
- record, monitor and report on the complaints we receive.

Is making a complaint the only way to resolve a problem?

No. We have a number of specialist services that can help to resolve specific issues quickly and effectively.

If you are experiencing anti-social behaviour (ASB) you can email us on reportasb@onehousinggroup.co.uk.

If you want to report a repair, find out the status of an existing repair or report estate management problems you simply need to contact our Customer Contact Centre on 0300 123 9966 or 020 8821 5300.

What you can complain about

You should use our complaints process if you think we have failed to deliver what we promise. Examples might include situations where:

- we failed to comply with one of our policies, procedures or service delivery standards.
- you are dissatisfied with how our staff or contractors have behaved.
- we acted unfairly.

How to complain, make a compliment or give feedback

You can give feedback in lots of ways - by filling in a complaints form, by letter, fax, telephone, in person or by email. You do not have to put it in writing if you don't want to and our staff will help you if necessary. If you have problems with reading and writing we will accept a complaint written by someone else for you, as long as you confirm they are acting on your behalf.



Our complaints process



Stage one

When we receive your complaint we assess it and assign it to the most appropriate staff member. We will send you an acknowledgement letter within two working days and a full written response within ten working days.

One of our staff will always try to contact you personally at this stage to discuss how we can resolve things. This is your chance to tell us how you think we can put things right.

If we think we won't be able to respond to your complaint within our target timescale we will contact you to explain why and agree a new response time.

If you are still dissatisfied

Please get in touch with us again. We will always try to discuss and resolve any outstanding concerns as quickly as possible.

Stage two

If you think that we have not resolved your complaint after stage one, you have 28 days from receiving our letter to make a stage two complaint. To do this you will need to tell us why you think we have failed to resolve your complaint at stage one, and what you think a satisfactory outcome would be.

We will assess your complaint again and assign it to the most appropriate manager to review and respond. We will send you an acknowledgement letter within two working days and a full written response within ten working days.

Still dissatisfied after stage two?

If you want to take your complaint further after our stage two decision, it is your right to contact a 'designated person such as an MP, councillor or a designated tenant panel.

The designated person's role is to help to resolve local complaints. If they think they can't help you with your complaint and you give them permission, they can refer your complaint to the Housing Ombudsman Service. The *Localism Act 2011* also gives you the right to refer your complaint directly to the Housing Ombudsman Service eight weeks after the end of our own complaints process.

The Housing Ombudsman will investigate your complaint in line with their own procedure and will contact both you and One Housing to tell us the outcome.

If you are complaining about services registered by the Care Quality Commission or commissioned by the local or health authorities you can contact them directly at any stage. These organisations will normally expect you to have followed our internal complaints procedures first before they will get involved, but will sometimes investigate at an earlier stage too.

We respect the rights of our One Support customers to complain to these statutory bodies and we will work openly with partner agencies to resolve any legitimate concerns that our customers raise.

Complaints we may refuse to accept

There are some kinds of complaints that we don't accept. They include issues or situations when:

- you make a complaint six months or more after you became aware of the problem
- you re-submit an existing complaint
- you are complaining about a service we don't provide
- the complaint is already the subject of legal action taken by you or by us
- we think your complaint is unreasonable
- you refuse to tell us what outcome you are looking for to resolve your complaint.

If we do refuse to accept your complaint for any of these reasons, we will always give you a full explanation.

You can also find more information about our complaints and compliments policy on our website.

Very occasionally we may need to adapt the complaints process for individual cases. If we do this it will need to be approved by a senior manager and we will keep you informed.

How we monitor complaints and use feedback

We use complaints and feedback to help us improve our services. We publish regular updates about these improvements to our residents and our Board. If you would like to find out more, please contact the Performance, Improvement and Policy team on 0300 123 9966 / 020 8821 5300.

Contact information for complaints and feedback

Online: onehousinggroup.co.uk

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

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

Phone: 0300 123 9966 / 020 8821 5300

Fax: 020 8821 5251

Post:

Complaints
One Housing
Suttons Wharf South
44 Palmers Road
London E2 0TA

Or in person, at any of our other housing
offices

One Housing (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

Housing Ombudsman Service

Online: www.housing-ombudsman.org.uk

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000

Fax: 020 7831 1942

Post:

Housing Ombudsman Service
81 Aldwych
London WC2B 4HN

Find your '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 online at www.parliament.uk.
- Please contact our complaints team for more information on designated tenant panels.

Complaints and feedback form

About you

Your name:

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Address:

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Postcode:

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Daytime phone number:

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Mobile phone number:

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Email address:

Preferred method of communication

Phone Email Letter

What would you like us to do to resolve your complaint?

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

If yes, please give their name and contact details

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Signed:

Date:

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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?

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When?

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What did they do?

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Remember

- You do not have to put a complaint or feedback in writing. You can do it face-to-face, by telephone, email or letter.
- 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 one of our staff.

Thank you for your feedback

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

If you would like to know more about our complaints and compliments procedure, get copy of our policy or need large print or Braille, please call our **Customer Contact Centre** on 0300 123 9966 / 020 8821 5300.

