



SEASON

PART OF ONEHOUSING GROUP

How to
**complain
and give
feedback**

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 as well as 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.

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. Your Care Coordinator or the Scheme Manager can help with any concerns you have. They are there to help you, so feel free to talk to them. They may be able to deal with your concerns without you needing to make a complaint.

In some cases we might deal with your concerns under a different policy. This is likely if you are concerned that you or someone else is at risk of abuse. We do not tolerate abuse and concerns are dealt with as part of our safeguarding policies and procedures. If this is your concern talk to the Scheme Manager or contact our Service Development Team on 020 7428 5565.

If you want to report a repair or find out the status of an existing repair you can talk to the Scheme Manager or 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 haven't delivered your care service as well as we said we would
- we have failed to comply with one of our policies or procedures
- you are dissatisfied with how our staff or contractors have behaved
- we have 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. We will accept a complaint written by someone else for you, as long as you confirm they are acting on your behalf and will work with them to resolve your concerns.

This leaflet applies to customers in our Season senior living services only.

Our complaints process

Stage one

When we receive your complaint we assign it to the most appropriate member of staff to respond. 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 ensures you can 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.

Stage two

If you are unhappy with our response at stage one you can ask for your complaint to be escalated to stage two. If you can, tell us why you remain unhappy and we will review your complaint again. Sometimes you might not be happy but are not certain why. That's fine and we will still review your complaint at stage two.

We will send you an acknowledgement letter within two working days and a full written response

If you are still not happy

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

In compliance with the ARCO Consumer Code we will provide a final decision in writing within 56 calendar days of receiving a complaint, unless we have previously agreed a later deadline.

If you are still unhappy with our stage two decision

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.

For all care services provided by Season, customers also have the right to refer their complaint to the Local Government Ombudsman who deal with complaints about adult social care providers. You can take your complaint to the Local Government Ombudsman 12 weeks after raising your concerns with us. To do so you

can complain online, by phone or by post. You will need to tell the LGO what your complaint is about and how this has affected you. You will also need to tell them why you are not happy with our response.

Services provided by One Housing under its Season brand will also usually be registered with and regulated by the Care Quality Commission. CQC do not directly deal with complaints from customers but they nevertheless encourage customers to raise concerns with them as this can inform the way they inspect services.

We respect the rights of our Season customers to complain to these statutory bodies and we will work openly with partner agencies to resolve any legitimate concerns that our customers raise. We will co-operate fully with the Ombudsman Service during any investigation and comply fully with the resulting decision, which will be binding on us.

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

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 our **Service Development Team on 020 7428 5565.**

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)

Email: seasonenquiries@onehousing.co.uk
(for information on monitoring complaints)

Phone: 0300 123 9966 /
020 8821 5300

Fax: 020 8821 5251

Post: Complaints
One Housing
Suttons Wharf South
44 Palmers Road
London E2 OTA

Or in person, at any of our other housing offices

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

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.

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:

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 traditional 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 the staff member investigating it.

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 a copy of our policy or need large print or Braille, please call our Customer Contact Centre on 0300 123 9966 / 020 8821 5300.

