

Railway Housing Association

A guide to making a complaint, compliment or comment about our service

We are committed to providing a quality service, which meets the needs of our customers. We will listen to the views of our customers and act on suggestions that will improve our services.

To help us do this you can -

- **Comment on our service**
- **Compliment us on our service**
- **Complain about our service**

1 COMMENTS

If you have any comments on how we could improve our service then we would like to hear from you.

2 COMPLIMENTS

If you are happy with the service that you have received from us we would like to hear about it so that we can identify what we do well and also pass your views on to the people concerned.

3 COMPLAINTS

We always try to give a good service but sometimes things go wrong. When this happens we need to know about it to help us to improve our service.

You can tell us your comments, compliments or complaint by -

Telephoning 01325 482125

Faxing 01325 384641

Using the form attached to this leaflet

If English is not your first language then we can arrange for an interpreter to help you to communicate with us.

4 HOW TO MAKE A COMPLAINT

We will try to sort out your complaint as soon as you make us aware of the problem. However, if we are unable to sort it out to your satisfaction then there are three stages to our complaints procedure.

We aim to acknowledge complaints within 2 working days and to give a full response within 10 working days.



“Providers of quality housing since 1919”

5 COMPLAINTS PROCEDURE

STAGE 1

A Manager of the Association will investigate your complaint. If you are dissatisfied with the outcome then you can ask for your complaint to be taken to stage 2.

STAGE 2

At stage 2 the Director of Housing and Director of Finance will review and investigate your complaint. If you are still dissatisfied with the outcome then you can ask that your complaint is taken to stage 3.

STAGE 3

This is the final stage of our complaints procedure and the Chair of the Association's Board will review and investigate your complaint.

If you are still dissatisfied then you can contact The Housing Ombudsman Service at 81 Aldwych, London, WC2B 4HN.

The Ombudsman provides a free and independent service for customers of housing associations and will investigate your complaint. The Ombudsman will not usually consider a complaint until you have fully completed all three stages of our complaints procedure.

Other people that may be able to help you include -

Citizens Advice Bureau

Housing Advice Centres

Law centres

Independent Mediation Service

Your local MP or Councillor

A full copy of our complaints policy is available on request



COMPLAINT, COMMENT OR COMPLIMENT

YOUR DETAILS

Title _____ Forenames(s): _____ Surname: _____

Address: _____

Postcode _____

Tel No. Home _____ Work: _____ Mobile: _____

EQUAL OPPORTUNITIES MONITORING

In order to ensure that we are fair to people of all backgrounds, please provide the following information by ticking the relevant box

a) **White**
 English Scottish Welsh Irish *Any other White background, please specify*

b) **Mixed**
 White and Black Caribbean White and Black African White and Asian
Any other Mixed background, please specify

c) **Asian, Asian British, Asian English, Asian Scottish or Asian Welsh**
 Indian Pakastani Bangladeshi *Any other Asian background, please specify*

d) **Black, Black British, Black English, Black Scottish or Black Welsh**
 Caribbean African *Any other Black background, please specify*

e) **Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other Ethnic Group**
 Chinese *Any other Chinese background, please specify*

f) **Are you:** Male Female **Do you have a disability:** No Yes

Would you benefit from:

Large print documents Information on audio tape
 Minicom Interpreting service (please state which language) _____

Signed: _____ Date: _____

COMPLAINT, COMMENT OR COMPLIMENT

Details of your complaint, comments or compliment

(Please give as much detail as possible and continue on a separate sheet if necessary)

What would you like us to do?