

Railway Housing Association



**COMPLAINT, COMMENT
OR COMPLIMENT**

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

Emailing info@railwayha.co.uk

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”



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 Asset Management, Director of Housing Services or the 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 where your complaint will be reviewed and investigated by a Complaints Panel comprising three Board members

(including a Resident Board Member whenever possible) and the Chief Executive or a Director who has not been involved in the complaint. The Chief Executive or Director will act as advisor to the panel. You will be invited to attend this meeting and given the opportunity to state 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?

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi_inde di_er dillerde de temin edilebilir ayrıca görme özürllülerin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman_ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (نستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به شکل دیگر از قبیل خط برجسته و یا صدا، جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی کمک، لطفاً از یک کارمند سؤال کنید. (آنها می توانند ترتیبی دهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

زانیاریانہ بہ زمانی خوتان دہ ست دہ کہ ویت، و یا بہ شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ دہ نگہ. نہ گہ ر بیویستت بہ زانیاری زورتر، پارمہ تی و یا ناموزگاری ہہ یہ تکیاہ پرسیار بکہ لہ یہ کیک لہ کارمہ ندہ کان. (نہ وان کاریکی وا دہ کہ ن کہ بہ زمانی خوت لہ گہ لٹا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੁਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਡਿੱਖਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿੱਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گذارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیساکہ، بریل (اکثری ہوئی کھائی، ہینیا مشخص کے پڑھنے کی کھائی) یا آڈیو اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملے کے نمبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں)۔

Railway Housing Association

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Registered Social Landlord: A1855 Registered Charity: 216825
MEMBER OF THE HOUSING OMBUDSMAN SERVICE