



How to

# **COMPLAIN, COMMENT OR COMPLIMENT**



## Railway Housing Association

# COMPLAIN, COMMENT OR COMPLIMENT

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 -

- 1. Comment on our service**
- 2. Compliment us on our service**
- 3. 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 so we can put it right and improve our service.

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

- **Telephoning: 0800 0287428**
- **Using the form attached to this leaflet**
- **Emailing: [info@railwayha.co.uk](mailto:info@railwayha.co.uk)**
- **Online via our website: [www.railwayha.co.uk](http://www.railwayha.co.uk)**
- **Writing to us at the address shown on the back of this leaflet.**

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



## 4. Complaints procedure

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 two stages to our complaints procedure. We aim to acknowledge complaints within 2 working days and to give a full response within 10 working days at stage 1 and within 20 working days at stage 2.

### 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 a Director will review and investigate your complaint. If you are still dissatisfied with the outcome then you can contact your local Councillor, a Member of Parliament (MP) or a Tenant Panel who will try to resolve the complaint for you. If your local Councillor, a MP or Tenant Panel cannot resolve your complaint to your satisfaction then you can contact The Housing Ombudsman Service at:

**Housing Ombudsman Service**

**PO Box 152**

**Liverpool L33 7WQ**

**Telephone: 0300 111 3000**

**Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**

**Use the online form on:**

**[www.housing-ombudsman.org.uk/  
residents/make-a-complaint](http://www.housing-ombudsman.org.uk/residents/make-a-complaint)**

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 stages of our complaints procedure and your local Councillor or a MP has tried to resolve your complaint. However, the Ombudsman can offer you advice and support at any stage of your complaint.

Other people that may be able to help you include:

- **Citizens Advice Bureau**
- **Housing Advice Centres**
- **Law centres**
- **Independent Mediation Service**

A copy of our full complaints policy and procedure is available on our website and on request.

Cut out this form and send to: Freepost Plus RTLG-HXES-SKAY, Railway Housing Association, Bank Top House, Garbutt Square, Neasham Road, DL1 4DR

## Your details

Title:

Forename:

Surname:

Address:

Postcode:

Telephone:

Mobile:

Email:

## 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. Are you -

### White

English

Irish

Other

### Mixed

White & Black Caribbean

White & Black African

White & Asian

### Asian or Asian British

Indian

Pakistani

Bangladeshi

Other

### Black or Black British

Caribbean

African

Other

### Chinese or other Ethnic Group

Chinese

Other

### Gypsy, Romany or Irish Traveller

Gypsy

Romany

Irish Traveller

### Gender

Male

Female

### Disability

Do you have a disability:

No

Yes

Signed:

Date:



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 özürülürin 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. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتم 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 هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. ( آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانہ بہ زمانی خواتن ده ست ده کہ ویت، و یا بہ شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ دہ ننگ. نہ گہ ر پیویسنت بہ ز انباری زورتر، یارمہ تی و یا ناموزنگاری ہہ یہ، تکایہ پرسیار بکہ لہ یہ کیک لہ کارمہ نده کان. ( نہ وان کاریکی و ادہ کہ ن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ 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 ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گذارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (آنہری ہونی کھائی، ہینا انخاص کے پڑنے کی کھائی) کی ای ڈی اور شیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

## Contact us

Our office in Darlington, Bank Top House, Garbutt Square, Neasham Road, DL1 4DR is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: **0800 0287428** | Email: [info@railwayha.co.uk](mailto:info@railwayha.co.uk)

[www.railwayha.co.uk](http://www.railwayha.co.uk)

[/railwayha](https://twitter.com/railwayha)

[/railwayhousingassociation](https://facebook.com/railwayhousingassociation)

Registered Social Landlord: A1855 | Registered Charity: 1188450  
Member of the Housing Ombudsman Service

