



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**
- **Online via our website: www.railwayha.co.uk**
- **Writing to us at the address shown on the back of this leaflet.**

We can offer support to help you to make a comment, compliment or complaint, for example, providing an interpreter, a sign language interpreter, allowing more time than usual for information to be provided,





providing information in alternative formats such as large print or Braille, use of email or telephone rather than printed letters, use of Textaloud, use of plain English or Easy Read service, comfort or rest breaks during meetings, and dealing with an advocate or other representative.

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 The Housing Ombudsman Service at:

Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ

Telephone: 0300 111 3000

Email: 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. 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:

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?

.....

.....

.....

.....

.....

.....

