

# 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

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 Surname: Title: Forename: Address: Postcode: Telephone: Mobile: Fmail: **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 Irish English Other Mixed White & Black Caribbean White & Black African White & Asian Asian or Asian British Indian Pakistani Bangladeshi Other Black or Black British African Other Caribbean **Chinese or other Ethnic Group** Chinese Other **Gypsy, Romany or Irish Traveller** Gypsy Irish Traveller Romany

Disability

Female

Do you have a disability:

Date:

Nο

Yes

Gender

Signed:

Male

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 özürlülerin 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洗。 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 شكل ديگر از قبيل خط برجسته و يا صدا. جهت دريافت اطلاعات بيشتر و يا درياف راهنمايي و کمک، لطفاً از یک کارمند سؤال کنید ( آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خو دتان با شما صحبت کنند.)

ز انیاریانه به زمانی خوتان ده ست ده که ویت، و یا به شیوه کانی دیکه، له و انه به خه تی گه وره و یا به ده نگ به که ر پیویستت به زانیاری زورتر ، یارمه تی و یا ناموژگاری هه یه، تکایه يرسيار بكه له يه كيك له كارمه نده كان. (ئه وان كاريكي واده كه ن كه به زماني خوت له گه لتا

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 ਤਹਾਨੂੰ 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।)

> به معلومات گذارش کرنے پر دیگر زبانوں یادیگر صور توں، جیسا کہ ،بر مل (اُہُ مری ہوئی لکھائی، بابیناا شخاص کے بڑھنے کی لکھائی )یاسی ڈی اور شیب پر بھی فراہم کی حاسکتی ہیں. مزید معلومات بااگرآپ کو کسی مدد مامشور ہے کی ضرورت ہو، تو براہِ مربانی ہمارے عملہ کے ممبرے بات کریں . (اگرآپ کو ضرورت ہو تووہ آپ ہے اپنی زبان میں بات کر انظام كريكتے ہيں).

#### Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark, Darlington, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: **o8oo o287428** | Email: info@railwayha.co.uk

# www.railwayha.co.uk



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

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