

Compliments and complaints



A summary of how to contact us and use our complaints process.

We are always happy to receive feedback from anyone who uses our services so we can monitor our standards. We keep a record of all compliments and complaints received as we are constantly looking at ways to improve our service. We value what you think, even if it is a complaint, as both positive and negative feedback is extremely useful to us.

In this leaflet you will find information on our complaints process including:

- Who can comment or complain about our services.
- How to make a complaint or share a compliment
- How we handle complaints
- Information about the Housing Ombudsman Service



Who can comment or complain about our services?

Anyone who uses our services can comment on or complain about them.

What are compliments and complaints?

To us, a compliment is any sort of praise.

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by us, our team, or those acting on our behalf, that affects a tenant or group of tenants.

A service request, for example reporting anti-social behaviour, will not be considered a formal complaint. However, if you are not satisfied with how we have handled an ongoing anti-social behaviour case or believe our services have failed, this would be classed as a formal complaint.

Why should I bother to make a compliment or complaint?

Your feedback is important to us. If you let us know how you feel about our services, we can look to make improvements to our policies or service standards or keep doing things you think are working well.

Will anything happen if I make a compliment or complaint?

- If we have made a mistake or have not met our policies or service standards, we will acknowledge this and do our best to put the situation right.
- We always pass compliments on to the people concerned.
- If we can use your remarks to change or improve our services, we will try to do so.

How do I make a comment or complaint?

You can contact us:

- in writing
- by phone
- in person
- by email
- Through one of our official social media accounts
- via our website:
www.tworivershousing.org.uk



What happens after I make a complaint?

Our Customer Insight team will contact you to ensure we have the full information and where appropriate, will offer the opportunity to go through our early resolution process.

If expressly accepted, our Customer Insight team will attempt to find a suitable resolution within 4 working days. If they are unable to resolve it within this period, they will automatically escalate it to the first stage of our complaint process.

What are the next steps if we are unable to resolve this through early resolution or if you choose to go straight to a complaint?

We have a set, two-step procedure for dealing with complaints, which is in line with the Housing Ombudsman's best practice guidance.

These stages are explained on the next page.

Stage one

We will acknowledge your complaint within five working days of receiving it and tell you the name of the manager dealing with it. If your complaint was sent to us after 3:00pm, we will not include this as a working day and the five day acknowledgement time scale will start from the next working day.

You will normally receive a full written response within 10 working days of the date your complaint was acknowledged. We hope to be able to resolve most complaints at this stage.

Stage two

If you believe our stage one response does not answer your complaint, you have the right to request a further review. This must be requested within 20 working days of the date of our response letter. Please note, if you wish to do this, it will not be enough to simply indicate that you disagree with the decision or are unhappy with it. You will need to clearly state:

- on what grounds you disagree with the response and,
- detail what, if any, further actions you wish us to take.

If, after reviewing this, our stage one response remains unchanged, we will write to you to confirm this and explain your options including how to contact the Housing Ombudsman Service.

If your complaint is moved to stage two, we will write to you and tell you the name of the person dealing with it. You will normally receive a full written response from them within 20 working days from when you asked your complaint to be moved to stage two.

Housing Ombudsman

You can seek the help of the Housing Ombudsman Service at any time.

If you request its help before your complaint has been logged with Two Rivers Housing, they will log it with us on your behalf and we will handle your complaint in the usual way, starting at stage one.

You can find more information about the Housing Ombudsman on its website: www.housing-ombudsman.org.uk



How to contact the Housing Ombudsman

You can contact the Housing Ombudsman directly at:

The Housing Ombudsman Service

81 Aldwych,
London
WC2B 4HN

Phone: 0300 111 3000 (Mon to Fri from 9.15am to 5.15pm)

Email: info@housing-ombudsman.org.uk

Our promises to you

When we are dealing with your complaint, we will look to see if we need to review any of our policies or service standards as a result.

We will also make sure we:

- deal with your compliment or complaint as quickly as we can.
- keep you up-to-date with our progress as appropriate.
- keep a record of your compliment or complaint.
- are polite and helpful.

If you do not give us your name when you make a complaint, we will still consider your complaint and take appropriate action, dependent upon the circumstances.

If we have made a mistake, we will acknowledge this and apologise. We will also make sure, wherever possible, that it does not happen again. If appropriate, we will offer you compensation. However, we also reserve the right to refuse or handle complaints in a different manner, if we believe they are vexatious or unreasonable.

Contact us

Telephone: 0800 316 0897

Website: www.tworivershousing.org.uk

Email: customerservices@2rh.org.uk

If you would like this leaflet in large print or audio CD, please call us.

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