



**Gloucestershire
Housing Association**

A MEMBER OF THE GUINNESS PARTNERSHIP

Comments, Compliments & Complaints

This leaflet explains how to make a comment, compliment or complaint

*“Thank
you...”*

*“I’m not
happy...”*

*“I’d like to
make a
suggestion...”*

If you would like this information in any of the following formats or a different language please call. 01452 529 255 / 08456 044 529 (local rate)

• Large print • In Braille • Audio • Face to face

Introduction

This leaflet tells you about our comments, compliments and complaints procedure. We welcome feedback from you, whether good or bad. We like to be told when we have done something well. Likewise, if you are unhappy with our service then we would like you to tell us, so that we have an opportunity to put it right and improve our service.

If you follow the advice in this leaflet, it will help us to take appropriate action and resolve any problems you have quickly.

Who can make a comment, compliment or complaint?

Anyone who is affected by our actions, the services we provide or the policies and procedures that we operate, can make a comment, compliment or complaint.

What is a complaint?

A complaint is when you tell us that you are not happy.

For example if:

- We do not deliver a service on time
- We give you the wrong information
- You have a complaint about a member of staff
- You are unhappy with a policy or procedure

A complaint is not:

- A request for a service
- A first report of a fault or defect
- A query about a policy or procedure
- A request for information

The complaints procedure deals with complaints about us. If you have a complaint about your neighbour it would not be dealt with under this procedure. Instead you should speak to your Housing Officer on **01452 529 255** or **08456 044 529** (local rate).

How do I make a comment, compliment or complaint?

You can make a comment, compliment or complaint in a variety of ways:

- By filling in the form at the end of this leaflet
- By telephoning us on **01452 529 255** or **08456 044 529** (local rate)
- By writing to our Complaints Co-ordinator at:
Gloucestershire Housing Association
2 St Michael's Court
Gloucester
GL1 1JB
- In person, at our offices
- By emailing **complimentsandcomplaints@glosa.co.uk**
- Online at **www.glosa.co.uk**
- Through the residents forum or other resident representative

What happens to your complaint?

Stage One:

- We will acknowledge your complaint within three working days and tell you who is dealing with it. At this stage, it will be the manager of the relevant service area who will deal with it. If your complaint is about a manager, this will be investigated by their line manager or an equivalent senior member of staff.

- The manager may ask for further details and may suggest an interview or visit to your home.
- The manager will normally provide you with a full written response to your complaint within ten working days. Most complaints are resolved at this stage. Occasionally, the manager may need more time to investigate, in which case they will arrange an extension with you.
- If you are not satisfied with our response then you can ask to escalate your complaint to stage two within 28 days of the date of our response.

Stage Two:

- We will ask you to tell us why you think we should investigate your complaint further, and what outcome you are looking for.
- At this stage your complaint will be investigated by a service director or a head of service who will normally provide you with a full written response within 14 working days. Occasionally, they may need more time to investigate, in which case they will arrange an extension with you.
- If you are still not satisfied with our response, you can ask to escalate your complaint to stage three within 28 days of the date of our response.

Stage Three:

- We will ask you to tell us why you feel we should investigate your complaint further.
- At this stage your complaint will be reviewed by a complaints panel within 20 working days. The panel is made up of two board members and a service director who has not been involved in the complaint so far.

- You will be invited to attend the complaints panel meeting and you may bring a friend or adviser with you. The complaints panel will make a decision on whether the action we have taken is fair and reasonable.
- We will notify you of the decision within five working days.

We aim to resolve all complaints to your satisfaction. However, if your complaint has been through all of the stages of our complaints procedure and you are still not satisfied with our response, you may take your complaint to the:

Housing Ombudsman Service

81 Aldwych

London WC2 B4HN

Tel: **020 7421 3800** or **0845 7125 973** (lo-call)

Email: **info@housing-ombudsman.org.uk**

Website: **www.ihos.org.uk**

What can you expect from us?

We will:

- Deal with your complaint in the timescales outlined in this leaflet, unless an extension has been arranged with you.
- Take your feedback seriously and provide an appropriate response.
- Respect confidentiality.
- Deal with your complaint fairly, and undertake a full investigation.
- Treat you with respect in line with our equality and diversity policy.
- Keep you informed of progress and outcomes of your complaint using plain English or other language or format if needed.

- Check you are satisfied with the outcome and with our handling of your complaint.
- Use your feedback to review and improve the way we provide services.

We acknowledge that there may be occasions when we have failed to meet our own standards. When we uphold your complaint we will offer an appropriate response. This may be in the form of an apology, changes to a particular service, or compensation.

We will implement service improvements that are highlighted through this process, and will report on these through our residents' newsletter and committee meetings.

What happens to a comment or compliment?

Your comments and compliments are also important to us and will be passed to the relevant service area or member of staff.

Equality and Diversity

We are committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business.

We will treat all service users fairly and equally, regardless of their sex, transgender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, colour, nationality, national origins, ethnic origin or disability.

Comments, compliments & complaints form

Name: _____

Address: _____

Telephone number(s): _____

Email: _____

I am a:

- Resident Contractor/ supplier
 Relative of a resident Other (please give details)

If you are complaining on behalf of someone else we will need written consent from them. Please get them to sign here:

 Tell us about your comment, compliment or complaint
 (use a separate sheet if needed):

PLEASE MOISTEN GUMMED AREA, FOLD AND POST BACK TO US

What would you like us to do?

Have you contacted us previously about this?
 If so who did you speak to? and when?

Thank you for your comments.



BUSINESS REPLY SERVICE
 Licence No. GL450

Complaints Co-ordinator
 Gloucestershire Housing Association
 2 St Michael's Court
 Brunswick Road
 Gloucester
 GL1 1JB

Thank you



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Leaflet updated December 2009

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