

How to make a complaint



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Homes for Northumberland strives to provide excellent customer services at all times.

We try our best to make sure nothing goes wrong, but we want to hear from you if it does. If you are unhappy with a service from us or would like to give us other feedback, please get in touch on 01670542424.

Feedback can be:

- 1. Compliments** - where you tell us that you are happy with the service we have delivered.
- 2. Comments** - where you want to make a suggestion for improvement or have an idea where we might deliver a service in a different way.
- 3. Complaints** – where you tell us you are not happy.

Complaints

Complaints usually occur if

- » we do not deliver a service on time
- » we do not do something we agreed to do
- » we give you the wrong information
- » you receive a poor quality of service
- » we treated you unfairly or rudely

When you make a complaint, we promise to:

- » Acknowledge receipt of your complaint within 2 working days
- » Deal with it quickly and fairly
- » Tell you what is happening with your complaint
- » Aim to provide a full written response within 10 working days and keep you informed if this is not possible
- » Publicise our performance on how we manage complaints on our website and in our reports to tenants
- » Use all feedback to improve services and let you know how we do this through the website and our tenants' magazine 'Your News'

You can tell us what has gone wrong:

- » In person at either the Civic Centre in Blyth or via one of the Northumberland County Council Information Points
- » By telephone on 01670 542424
- » By email at info@hfn.uk.com
- » Via the website www.hfn.uk.com
- » By filling in the form at the end of this leaflet and returning it to us by post to Homes for Northumberland, Blyth Civic Centre, Renwick Road, Blyth, NE24 2BX, or in person at any one of the Northumberland County Council's Information Points or to the Homes for Northumberland Offices

If you would prefer, you can get a friend or relative to make the complaint for you. We do understand that there may be reasons why you don't want to give us your name and will thoroughly investigate all anonymous complaints, but will obviously not be able to tell you what we have done. Often we can sort out your complaint on the spot, but if not, we will investigate it.

Complaints Process

The Complaints process is split into two key stages:

Stage 1 – Resolved at first point of contact

We aim to resolve all complaints at first point of contact

Stage 2 – Referral onto a Senior Manager or Director

If the complaint cannot be resolved at the first point of contact, the details of the complaint will be passed to a Senior Manager or Director. It is the responsibility of the Manager to ensure that comprehensive action is taken to try to resolve the complaint.

The Senior Manager or Director will:

- » Ensure you are contacted within 2 working days to discuss the complaint
- » Investigate your complaint fully
- » If appropriate arrange for someone to meet with you to try to agree a way forward
- » Send a full written response to you with confirmation of agreed actions within 10 working days



What if I am still not happy with the outcome of my complaint?

If you are still dissatisfied, you can complain to a 'designated person' who will then decide if the complaint should be referred to the Housing Ombudsman.

In Northumberland, a designated person can be a Member of Parliament, a Councillor or a member of the tenant panel for the social landlord.

Homes for Northumberland will be able to provide you with contact details for MPs and Local Councillors.

There is an 8 week time limit for a designated person to either deal with a complaint or refer it to the Housing Ombudsman.

After this period, you can approach the Housing Ombudsman directly.

You can also go directly to the Housing Ombudsman if the designated person refuses to handle the complaint, or agrees that it should be referred directly to the Housing Ombudsman.

More information can be found from the Housing Ombudsman Service, web address www.housing-ombudsman.org.uk, telephone 0300 111 3000, email info@housing-ombudsman.org.uk or in writing to

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

If you have any other comments or ideas on how we can improve our services or how we deliver them, please do not hesitate to contact us by telephone on 01670 542424, by email at info@hfn.uk.com or via our website at www.hfn.uk.com.



Please contact our Customer Services Centre if you would like to receive this information in another language or format, for example Braille or audio.

URDU	اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ، مثال کے طور پر بریل یا آڈیو، میں چاہتے ہیں تو برائے مہربانی ہمارے کسٹمر سروسز سینٹر سے رابطہ کریں۔
BENGALI	আপনি যদি এই তথ্যাবলী অন্য ভাষাতে বা অন্য রূপে যেমন ব্রেইলে বা অডিওতে পেতে চান, অনুগ্রহ করে, আমাদের কাস্টোমার সার্ভিসেস সেন্টারে যোগাযোগ করুন।
CANTONESE	如果您想要本資訊的另一種語言版本或其他格式（如：盲文或音訊），請與我們的客戶服務中心聯絡。
MANDARIN	如果您需要本信息的其它語言版本或其它格式（例如：盲文或音頻文件），請联系我們的客服中心。
POLISH	Prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Services Centre), jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, na przykład w alfabecie Braille'a lub w formie nagrania dźwiękowego.
PUNJABI	ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



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If you have a Facebook account, you can stay up to date with news from us.

Simply search for Homes for Northumberland and click to like our page.



Complaints Form

Please use this form to tell us about your complaint.

If you are not sure about anything or have difficulty filling in the form, please contact us on 01670 542424. The form can be downloaded from our website www.hfn.uk.com

You can return this form by post or hand deliver to:

Homes for Northumberland, Civic Centre, Renwick Road, Blyth, Northumberland, NE24 2BX

Please give us your details:

Last Name _____

First Name _____ Date of Birth _____

Address _____

Postcode _____

Daytime Phone Number _____

Mobile Number if different to above _____

Email Address _____

Details of your complaint _____



What do you want us to do to put things right?

Have you complained about this before? YES

NO

If you have, please tell us when.

Who was dealing with this complaint?

Please sign and date the form

Signed

Date

The information you have provided on this form will only be used for the purpose of investigating your complaint.