

# How to give us feedback on your housing service



**NORTHUMBERLAND**

Northumberland County Council

  
**Homes**  
FOR NORTHUMBERLAND



# How to give us your feedback

Homes for Northumberland, the housing service for Northumberland County Council, strives to provide excellent customer services at all times.

We encourage service users to tell us about their experience and actively use customer feedback as a key tool in delivering continuous improvement.

## What is Customer Feedback:

We categorise customer feedback into three areas:

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

## When you make a complaint we promise to:

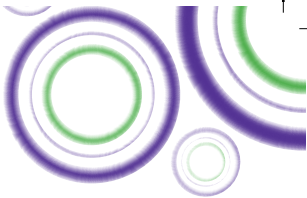
- Acknowledge receipt of your complaint within 3 working days;
- Aim to provide a full written response within 15 working days and will keep you informed if this is not possible;
- Offer you the opportunity to appeal against a decision via the Complaints Panel;
- Ask for feedback from you about how we managed your complaint and how we might improve our service;
- Publish annual information about the number, nature and the resulting service improvements made in response to customer feedback.

## You can tell us what has gone wrong:

- In person at one of our Customer Information Centres;
- By ringing the Customer Contact Centre on **01670 542424**;
- By emailing **Complaints@northumberland.gov.uk**;
- By filling in the form and returning it to us by post



# 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.

You can return this form by post to:  
**Complaints, Northumberland County Council, 2nd Floor,  
Cramington Library, Northumberland, NE23 6YB**

Please give us your details:

Last Name

First NameDate 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?

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Have you complained about this before? YES

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NO

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If you have, please tell us when.

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Who was dealing with this complaint?

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Please sign and date the form

Signed

Date

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