

Please contact us if you want this information in another format or another language, or if you need an interpreter.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

اگر این مدرک را به زبانی دیگر یا در فرمتی دیگر میخواهید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

ନେଗର ଦେହରୁ ନମ ବାଲକେଇତ ବେ ଜମାଣିକି କେ ବା ବେ ଫୁରୁଣିକି କେ ହାସି, ବା ପିପୁସିସିତ ବେ ମୁତରଜିମ ହାସି, ନକା ବେ ପାୟୋଦିୟାମ ପିପୁ ବକେ

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Se gostaria de ter este documento noutró idioma ou formato, ou se necessita de um intérprete, contacte-nos.

से एव समुदायस कुवतु बिसे एर इमरा बिच ना बिसे एर कुथ बिच चगीला ए, ना से कुवतु गल्लगात्र समुदायस लही बिसे टिंटरपुटर सी लेर ए, डा कुमी मातु संसे।

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



large print

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audio



braille



Lāngüagê Liñè

other languages

Customer Services Centre

0800 111 4013

services.centre@longhurst-group.org.uk

landh.org.uk



Getting it right - Complaints and Compliments

October 2009

A member of the Longhurst Group

Getting it right

- Complaints and Compliments

At Longhurst & Havelok Homes we want to learn from our customers' experiences of our services. We do this by recording and monitoring both complaints and compliments. We value the feedback we receive and use this to build on our success and learn from our mistakes.

This leaflet explains how to make a complaint or tell us when we have provided you with a good service.

How to make a complaint

We make every effort to deal with problems as soon as they arise and aim to give our customers the highest standards of service. However, we realise that we will not always get it right. We have a simple complaints procedure that you can use if you are unhappy with the service we provide.

Who can complain?

Anyone we provide a service to or who is directly affected by our decisions or actions. This includes:

- tenants, leaseholders (including shared owners) or licensees
- people applying for re-housing or home purchase or for accommodation in a registered care home
- anyone who receives a service from Longhurst & Havelok Homes where we act on behalf of another organisation.
- constructors and partners
- any other person or organisation receiving services from Longhurst & Havelok Homes



Anne Vaughan
Customer Services Manager

Telephone
01205 319707

Email
anne.vaughan@longhurst-group.org.uk

Leaseholders may also wish to contact the following agencies for further advice and assistance:

- AIMS - Advice and Information Mediation Services (leaseholders and owners only)
- The Leasehold Advisory Service (LEASE)
- Leasehold Valuation Tribunal
- Association of Retirement Housing Managers (ARHM)
- For residents in a registered care home, complaints can also be referred to the Care Quality Commission. The local area office address is available from the registered manager at the home or from our head office.

Compliments

Our staff are encouraged to provide excellent customer service and if you wish to compliment a member of staff please do so by writing or telephoning our Head Office.

Monitoring complaints

We aim to provide an easy and effective complaints policy for our customers. We will measure the effectiveness of our complaints policy by monitoring how quickly we respond to your complaints and your level of satisfaction with the service you receive.

Using complaints and compliments

We will review all complaints and compliments regularly to identify ways to improve our service. We will publicise details of any action taken in relation to service delivery as a result of customer complaints or compliments.

What is a complaint?

A complaint is when you are unhappy with our service or something we do. For example (see definitions):

- The standard of service was poor
- The organisation failed to do something which it had agreed
- The customer was given wrong or misleading information
- The organisation's service standards were not met
- The policy was not followed correctly
- Inappropriate behaviour or lack of customer care provided by a member of staff or contractor

We guarantee to investigate all complaints fairly and confidentially. Where we receive anonymous complaints, these will be recorded, and where appropriate, investigated, to ensure the organisation's interests can be protected and any necessary action taken.

How do I make a complaint?

Let us know straight away about any problems you have so that we can try and sort out the problem for you as quickly as possible. Please contact the Customer Service Centre on freephone 0800 111 4013, or write to or call into your local office.

Formal Complaints

Stage 1

If we cannot resolve the problem straight away or you are still unhappy with our service you can make an official complaint. You can do this by contacting our Head Office. Formal complaints can be taken by telephone or in writing.

Please tell us if you need any other help in making a complaint.
Please address complaints to the Customer Services Manager.

We will send you an acknowledgement within 3 working days. The relevant manager or Head of Service will investigate your complaint and give you a full written reply within 10 working days.

If we need more time to investigate your complaint properly we will let you know and agree a new date for our response.

Stage 2

If you are not satisfied with the reply, you can take your complaint to the second stage. The Director of Services or the Managing Director will investigate your complaint again and send you a written reply within 10 working days.

Stage 3

If you are still unhappy with our response you can appeal to the Chairman of Longhurst & Havelok's Board. The Chairman will call together a complaints panel of at least 2 Board members to consider the complaint. Where possible this will include a resident Board member.

At the meeting you will have the opportunity to explain your complaint.

The Chairman will reply in writing within 28 days of receiving the complaint.

Any complaint which start with a letter addressed to the Chairman or Managing Director will normally be dealt with as a Stage 1 complaint, unless there is evidence of a serious breach of service or misconduct.

Can I take my complaint further?

If you are still not satisfied after you have been through the whole of our complaints procedure, you can take your complaint to:

- Citizens' Advice Bureau
- solicitor
- local councillor
- your MP at The House of Commons, Westminster, London SW1A 0AA
- Tenant Services Authority will only deal with your complaint if you have followed our complaints procedure. Please ask us if you want more details of your local Tenant Services Authority office
- Independent Housing Ombudsman - you must complain within 12 months of reaching the end of our complaints procedure. You can get more information about the Ombudsman from any of our offices. Please note that neighbours of housing association tenants are unable to use this service. The Ombudsman service can be contacted at 81 Aldwych, London, WC2B 4HN or telephone 020 7421 3800.