

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 میخواستید 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.

نهگهر دهتهوی نهه بهلگهیهت به زمانیکی که یا به فورمیکی که ههبی، یا پیویستت به موتهرجیم ههیه، تکایه پهیوهندیمان پیوه بکه

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 noutro idioma ou formato, ou se necessita de um intérprete, contacte-nos.

ने एिह समडावेन्न पुवाठु विसे वेर ब्रामा विच नां विसे वेर रुप विच चावीदा वै, नां ने पुवाठु गॅलघाउ समझाउठ लयी विसे रिंटरप्रेटर ची लैर वै, उां पुसीं माठुं संसे।

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے 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

=



audio



braille



Lāngüagê Liñè

other languages

Customer Service Centre

0800 111 4013

servicecentre@longhurst-group.org.uk

landh.org.uk



Getting it right - Complaints and Compliments

August 2010

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

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.



Anne Vaughan

Customer Services Manager

Telephone
01205 319707

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

Leasehold Valuation Tribunal
Association of Retirement Housing Managers (ARHM)

- Care home residents can also refer their complaint to the Care Quality Commission. The local area office address is available from the registered manager at the home or from our head office.
- Residents who receive Supporting People Funding can also complain to their local Supporting People team, if they feel that the agreed service is not being provided.

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 or emailing us at servicecentre@longhurst-group.org.uk.

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.

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. Alternatively, email us at servicecentre@longhurst-group.org.uk.

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, or through

our website www.landh.org.uk

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 our 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. The appeal hearing will be held at our nearest local office.

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 starts 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
- 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 or www.housing-ombudsman.org.uk.
- In some cases the Tenant Services Authority may also review your case. Please contact us for more details.
- 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)

COMPLAINT FORM



If you wish to complain about the service you have received from Longhurst & Havelok Homes Ltd please complete this form and return it to our Head Office

Your full name:	
Address:	
Telephone No.	Home:
Email address:	Work:

What is your complaint?

(please give as much information as you can and, if possible, include dates, times, etc)

What would you like done about this matter?

Do you have any suggestions which may help the organisation to improve its services?

Please tick boxes:

White	British <input type="checkbox"/>	Irish <input type="checkbox"/>	Other <input type="checkbox"/>	
Mixed	White and Black Caribbean <input type="checkbox"/>	White and Black African <input type="checkbox"/>	White and Asian <input type="checkbox"/>	Other <input type="checkbox"/>
Asian or Asian British	Indian <input type="checkbox"/>	Pakistani <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>	Other <input type="checkbox"/>
Black or Black British	Caribbean <input type="checkbox"/>	African <input type="checkbox"/>	Other <input type="checkbox"/>	
Chinese or other ethnic group	Chinese <input type="checkbox"/>	Other <input type="checkbox"/>		
Refused	<input type="checkbox"/>			

Do you consider yourself to have a disability?

Yes No

How would you like us to respond to your complaint?

Telephone

E-mail

Letter

Signed:

Date:

Please return form to:

Longhurst & Havelok Homes Ltd
Leverett House, Gilbert Drive
Endeavour Park, Boston
Lincolnshire PE21 7TQ

landh.org.uk