

Habinteg

Accessible homes. Independent lives.

Complaints and compliments

Your guide



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Complaints

Habinteg seeks to provide a complaints and compliments policy that is accessible to everyone.

Habinteg seeks to resolve complaints in a fair and timely manner at the first opportunity (front line resolution).

Habinteg will use feedback and lessons learned to help us improve services delivered to all tenants.

Who can complain?

- Tenants, service users, ex-tenants.
- Applicants for re-housing.
- Partnership agencies managing property in conjunction with Habinteg.
- Contractors or consultants.
- Neighbours of our properties.

Occasionally we receive anonymous complaints, this makes it very hard to investigate. Habinteg will, where possible, investigate given the facts available and will report details to the Operations Management Team. However as the complaint is anonymous we cannot feedback to the complainant.

What is a complaint?

We try to provide the best possible service at all times, but we don't always get it right. When this happens, we want to know about it and we treat all complaints seriously. You may want to complain if you feel we have:

- Failed to follow our policies and procedures.

- Failed to do something that we should have done.
- Done something that we should not have done.
- Have not met our published standards.

What is not a complaint?

- An initial request for a service, such as the first report of a repair.
- An initial request for information or an explanation.
- About anti-social behaviour, as these reports are dealt with under another procedure.
- An appeal against action resulting in court proceedings or matters subject to ongoing court proceedings.

Stages of complaints / staff responsible

- Front line resolution - community assistants, customer services assistants, housing managers, regional maintenance surveyors and contracts surveyor.
- Stage one - operations managers, maintenance manager and technical services manager.
- Stage two - Director of operations and head of asset management.
- Stage three - Panel meeting chaired by board member and two tenant representatives.

How can you complain?

A complaint can be made in any of the following ways:

- in writing
- by email
- via website, www.habinteg.org.uk/complaints
- by telephone/fax/text
- in person (either at office or on site).

(Note - where a complaint is received as a formal complaint (stages one to three), the complaint details must be in writing)

What will happen when you complain?

We aim to resolve complaints effectively and in a timely manner. We will acknowledge your complaint within two working days, advising you who will investigate it, with a full response being provided within 10 working days. For stage three will aim to convene a panel within 20 working days. Complainants will be offered the opportunity to complain in person to a panel at the final stage of the procedure. Members of staff who have previously been involved in the complaints may be present at the stage three panel hearing.

Who deals with your complaint?

If the complaint is about a member of staff, this will be investigated by their line manager or another member of the senior management team.

What happens if you are unhappy with a response to a complaint?

If you are unhappy with the response to your complaint, you can take this through to the next stage in the complaint process. In order for this to happen, you must clearly state why you are unhappy with the response. This must be received by Habinteg within two calendar months from our response date.

Once the complaints procedure has been exhausted, they can refer their complaint to a designed person (MP or Councillor) but this must be undertaken within six months of the date of the panel hearing.

If a customer, under a supporting people contract has exhausted our complaints procedure, they may refer their complaint to the relevant supporting people team of their local authority.

When may I go to the Housing Ombudsman?

The Housing Ombudsman has the power to look into complaints against Habinteg from our tenants, but will expect you to have followed the association's complaints procedure. The Housing Ombudsman Service is at 81 Aldwych, London, WC2B 4HN.

What is a compliment?

A compliment is a positive comment made by a customer about the service they have received or the conduct of a member of staff or contractor, in excess of a standard thank you. This may be in the form of a card, letter, email, in person or telephone. All compliments received will be passed to the relevant staff member to feedback.

Contact details

Habinteg Direct

Telephone: 0300 365 3100 (call charges vary depending on telephone provider)

Email: direct@habinteg.org.uk

Head office

Holyer House

20-21 Red Lion Court

London, EC4A 3EB

www.habinteg.org.uk/feedback