Complaints and feedback

Your guide
Complaints

Habinteg is committed to providing a high quality service to our customers. There may be times when customers will want to make a complaint about the service they have received.

We actively seek customer feedback whether that is complaints, compliments or feedback on our services. This approach allows us to understand what our customers’ perception is and to use this feedback to inform and improve the services that we deliver.

We seek to provide a complaints policy that is clear, transparent and accessible to everyone.

Habinteg seek to resolve complaints in a fair and timely manner at the first opportunity. We retain the right, where we consider the actions of a complainant to be unacceptable to restrict or change such access as set out in this policy.

We will learn from complaint investigations to improve service delivery.

Who can complain?

All Habinteg tenants can complain. We will also accept and investigate complaints from external third parties (i.e. applicants and non-tenants), however these will fall outside of the formal complaints policy. The respective head of service will decide the appropriate action.

Occasionally we receive anonymous complaints, this makes it very hard to investigate. Habinteg will, where possible, investigate given the facts available and will report through the bi-annual report to Board.
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 so we can help you find a resolution.

Customers 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
- done something that failed to meet our published standards.

What is not a complaint?

A complaint is not:

- 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 (ASB). Visit [www.habinteg.org.uk/asb](http://www.habinteg.org.uk/asb) to find out how to report ASB activity
- an appeal against action resulting in court proceedings or matters subject to ongoing court proceedings.

Stages of complaints

We seek to resolve complaints at the initial contact stage to achieve swift and satisfactory resolutions for complainant. All complaints we receive will be reviewed by our Business Support team to determine whether it can be resolved at initial contact stage, or should be brought into the formal process.

Stage 1

We will send out an acknowledgement within 2 working days of receiving a Stage 1 complaint, followed by a full response within 10 working days. Where this cannot be met, a holding letter will be issued to explain to the tenant why this is the case. Following this stage, the complainant has four weeks to escalate the complaint.

Stage 2

We will send out an acknowledgement within 2 working days of receiving a Stage 2 complaint, followed by a full response within 10 working days. Following this stage, the complainant has four weeks in which to escalate the complaint to the next stage. If the complaint is not escalated to the next stage, we will assume that the complainant has accepted the decision.
Habinteg’s complaints and feedback guide

We’ll then do a Stage 2 investigation, where we will look at the original complaint and review our Stage 1 response. The head of the relevant service will lead the investigation.

**Stage 3**

At this stage, we:

- review the management investigation and subsequent decision at Stages 1 and 2; and
- ensure that Habinteg’s Complaints Policy has been followed throughout the process

This stage will be heard in a panel meeting chaired by a Habinteg Board Member, the Chief Executive Officer, complainant and tenant representative. The Director of Operations will be in attendance in an advisory capacity if required.

The panel will convene within 20 working days of the request to proceed to Stage 3 and the response to the complainant will be issued within 5 working days after the hearing.

**How can you complain?**

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

<table>
<thead>
<tr>
<th>In writing</th>
<th>Chapman House, Adwalton Business Park, 132 Wakefield Road, Drighlington, Bradford, BD11 6BW</th>
</tr>
</thead>
<tbody>
<tr>
<td>By telephone</td>
<td>0300 365 3100</td>
</tr>
<tr>
<td>By email</td>
<td><a href="mailto:direct@habinteg.org.uk">direct@habinteg.org.uk</a></td>
</tr>
<tr>
<td>Through the website</td>
<td><a href="https://www.habinteg.org.uk/online-feedback-form">https://www.habinteg.org.uk/online-feedback-form</a></td>
</tr>
</tbody>
</table>

Complainants are able to seek assistance from Habinteg staff if they anticipate difficulties in reporting a complaint.

**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, with a full response being provided within 10 working days.

For stage 3 complaints will aim to convene a panel within 20 working days. Complainants will be offered the opportunity of a panel hearing either face to face, via video conference or conference call which will be determined by the complainant and Chair of the Board.

**Who deals with your complaint?**

If the complaint is about a member of staff, this will be investigated by their line manager or another Head of Service.
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 4 weeks from our response date or Habinteg will deem the complaint closed.

When may I go to the Housing Ombudsman?

The Housing Ombudsman has the power to look into complaints against Habinteg from our tenants. You can only go to the Housing Ombudsman once you have fully followed our complaints policy.

If your complaint has not been resolved and you are in need of the Housing Ombudsman service, they can be contacted on 0300 111 3000 or info@housing-ombudsman.org.uk. For more information on the Housing Ombudsman please visit www.housing-ombudsman.org.uk

Other feedback

We understand that you might also want to give us feedback without making a complaint. Tenant feedback gives us a great indication of how we’re doing, so whether it’s a suggestion on how to improve something, or a compliment when we’ve delivered an excellent service, we’d love to hear from you.

You can give us feedback at https://www.habinteg.org.uk/online-feedback-form

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