



How to make complaint

**This leaflet tells you what
to do if you want to make
a complaint about any
part of our service.**

We want to know

We always aim to provide high quality services, but we know that sometimes things go wrong.

We need the help of our customers, their advocates, family or friends, so that we can work out what's gone wrong, try to put it right, say sorry and make sure it doesn't happen again.

What to do first

Firstly, let us know what's gone wrong. You can tell us on the phone, in writing or by speaking to a member of staff.

We may be able to resolve the issue there and then. If we can't do this, then you can ask us to take a more formal approach.



Stage one

If you decide to make a formal complaint, we will let you know within five working days that we've received it.

At this point, we will give you the name of the person dealing with your complaint (your 'case manager') and a reference number. Your case manager will look into the complaint and come back to you with their findings within ten working days.

If they need longer than ten working days, they will talk to you about this and agree a new deadline.

Our Stage One response will let you know if any further action will be taken and what this will be.

If you are not happy with the answer, you have ten working days to tell your case manager.

They will be happy to talk with you about this. If we don't hear from you within this time, the case will be closed. If you are still unhappy after this stage, your complaint can be escalated to Stage two.



Stage two

At this point, your complaint will be taken over by our Customer Experience Team (CET).

They will let you know the name of the manager who is handling your case and what they will look into, within three working days.

After that, the manager will look over the whole case and get back to you within 20 working days. If they need more time than 20 working days, they will talk to you about this and set a new deadline.

In their answer, they will say what else needs to be done, what went wrong, and what we learned from the process.

Our Complaints Panel

Some complaints, especially those that are more complicated, may be put before a panel.

This panel will be made up of three people:

- The Chief Operating Officer or an Executive Director who will chair the panel
- A resident board member
- A director or head of service (related to the complaint).

Your complaint will normally be looked at within two months.

You don't have to go along to the panel meeting yourself but, if you do, you can bring someone with you (but not a legal representative as this panel has no legal status).

The chair of the panel will contact you within ten working days after the meeting to tell you what decision has been reached.



Complaint Form

Title Mr Mrs Miss Ms Other

Name

Address

Postcode

Telephone

Mobile

Email

Have you discussed this with a member of staff?

Yes No

If you have please give us their name

When did you first report the problem?

Firstly, please tell us what area your complaint is about.

- The building where you live
- An outstanding repair
- The support service we provide
- Home Improvement Agency service (grants/loans/handyperson)
- Something else

Please tell us what you think we did wrong or what we didn't do:

A large, empty white rectangular box with a thin black border, intended for the user to provide feedback on what was done wrong or what wasn't.

Continued...

If you are a care or support customer, please give this leaflet back to your support worker or team manager.

Declaration

Signed:

Date:



Freepost Plus RRZY-EGGH-KEBY
Customer Experience Team
Peabody
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