

# Complaints Procedure



arhag  
HOUSING ASSOCIATION

A basic guide

### Making a complaint

We hope that the services you receive from us are of the quality you need. However, we know that there may be times when you are unhappy with the service you receive, or you may want to suggest a way to improve it.

The people who can best deal with most concerns are those who provide the service. We can normally resolve concerns, mistakes and misunderstandings quickly. However, if we cannot sort out your problem this way, the complaints procedure is here to help you.

Your complaints are important to us. They help us to:

- Put things right when they go wrong
- Listen and learn; and
- Change and improve the way we provide services.

So don't be worried about telling us your concerns

### Who can complain?

A complaint can be made by any person (not only residents) who believes that we have either failed to comply with our service standards, or if any other area of our services does not meet acceptable standards.

### When should I complain?

Our complaints procedure is intended for those times when you feel we have failed to deliver what we should. The standards we aim to achieve are set out in our service standards and customer service charter. If our service falls short, you should make a complaint. Examples of when to complain are if we:

- Fail to take action after you first contacted us
- Failed to provide a service on time, or to the standard we promised
- Were not patient, helpful and respectful in dealing with you
- Provide a service that was unfair
- Got something wrong

The complaints procedure is not for everyday matters such as enquiring about repair progress or reporting neighbour disputes.

## How can I complain?

We want to make it easy for you as possible to let us know if you feel something has gone wrong

You can complain:

- by telephone on 020 7424 7370
- in writing either by letter or completing a complaints form
- in person, at our offices
- over the internet by visiting [www.arhag.co.uk](http://www.arhag.co.uk)
- by email [contact@arhag.co.uk](mailto:contact@arhag.co.uk)

If you need any help, please ask a member of staff.

You may also want to ask for help from your local councillor, a voluntary agency, relative or friend.

## Our complaints procedure

We have a simple three stage procedure for complaints

**STAGE 1** We will acknowledge your complaint within two working days of receipt.  
We aim to respond to your complaint within 10 working days. If there are any reasons why this will not be possible, we will contact you and give you a new date for our response.

**STAGE 2** If you are not satisfied with the outcome at stage 1, you can take the matter further. We will include details of how you do this in your stage 1 response.  
  
At stage 2 your complaint will be investigated by the relevant head of service. Again, we aim to respond to your complaint within 10 working days.

### STAGE 3

If you are still not happy after the stage 2 response, you can ask for your complaint to be dealt with at stage 3. We will include details of how you do this in your stage 2 response.

At stage 3 your complaint will be investigated and reviewed by the Chief Executive. We will carry out a thorough, independent review of your complaint and provide a response within 10 working days.

We will write to let you know if it is going to take us longer.

In the event that you feel we have failed to deal with your complaint satisfactorily at stage 3, you can refer your complaint to your local Councillor or Member of Parliament who will try to find a resolution to your complaint and who may refer your complaint to the Ombudsman.

Should you not want to refer your complaint to your Councillor or M.P. you may refer your complaint to the Housing Ombudsman yourself. However, should you do this the Housing Ombudsman will not look into your complaint for at least eight weeks, after the end of Arhag's procedure (i.e. the end of Stage 3).

The contact details for the Housing Ombudsman are:

Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN  
Telephone : 0300 111 3000  
Fax : 020 7831 1942  
Email : [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Only the following people can make complaints against a member landlord for investigation by the Ombudsman;

- (a) A person who has (or had at the time of the matter complained of) a lease, tenancy, license to occupy, service agreement or other arrangement to occupy premises owned or managed by a member landlord;
- (b) A person who is or was liable to pay (or who at the time of the matter complained of) a service charge to a member landlord;
- (c) An applicant for a property owned or managed by a member landlord;
- (d) A representative of any of the people above who is authorised by them to make and pursue the complaint on their behalf;
- (e) A representative of a person otherwise entitled to complain where the Ombudsman is satisfied in the circumstances that that person cannot pursue the complaint on their own behalf.

# Complaint form

## Your details

Your name:
Your address:

## Contact

Day:	Evening:
Email address:	

## Details of your complaint:

Please tell us as much as possible about your complaint

Please use additional sheets if necessary

Have you contacted us before about this matter? Yes  No

If yes, who did you contact?

# Complaint form

What actions will you like us to take to resolve this complaint or put things right

Signed

Date

***If you have any letters or documents to support your complaint, such as letters from us, please send a copy with this form.***

Please answer the following questions to help us make sure we provide a fair service to all people in the community. We will keep this information strictly confidential and it will not affect how we investigate your complaint

Please tick the appropriate boxes

Are you:       Male?    Female?

Are you:       16 - 25    26 – 45    46 - 64    65 or above

Do you have a disability?    Yes    No

Are you:       Asian    African    Caribbean    UK black    White

Turkish or Turkish Cypriot    Greek or Greek Cypriot

Other, please state

***Please return form to:      Customer Care Team  
Arhag Housing Association Ltd  
The People's Place  
80-92 High Street  
Stratford, London  
E15 2NE***