

# COMPLIMENTS, COMMENTS & COMPLAINTS



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**We want to give you the best service we can, and it's only by listening to you that we can find out how well we're doing.**

If you have an idea for how we could do things better, tell us. We can look into your suggestion to see how this might work.

If something goes wrong when you are dealing with us, tell us. We will investigate and tell you what we can do to address your concerns.

If you're pleased with the way we've dealt with you, tell us. We want to know when we get things right.

**Remember - if you're not happy, neither are we.**

You can give us your compliments, comments and complaints at our office, over the telephone, by e-mail or on our website. Full details can be found on the back of this leaflet.

## Compensation

On investigation of your complaint, where there is found to be service failure, we will offer our sincere apologies and put things right. It may also be appropriate to offer some form of compensation. Please ask us about our compensation policy for further details.

## Complaints

If you want to complain about the way we have done something or if there is something we have failed to do, please tell us.

First of all, please speak to a member of staff and they may be able to sort it out for you straight away.

However, if you consider that your complaint cannot be resolved in this way, you have the right to make a formal complaint.

## Making a formal complaint

### Stage 1

If you are not happy with the initial response you have received from a member of staff, you can contact us and make a formal complaint. You will receive written acknowledgement of your request within three working days, detailing who will be investigating your complaint. A full response will be sent to you within 10 working days.

### Stage 2

If you are unhappy with the outcome from stage 1, you can contact us and request that your complaint is

reviewed. You will receive written acknowledgement of your request within three working days detailing the senior member of staff who is dealing with your complaint. They will review all the information about the complaint and you will receive a written response within 15 working days.

### **Stage 3**

If you are still unhappy you can make a request for your complaint to be heard by an Appeals Panel. We require 20 working days to arrange the Panel that will consist of two board members and our Chief Executive. You will be notified in writing of the date of the Appeals Panel hearing, at least 10 working days before the Panel is due to meet. You will be given the opportunity to present your case or bring someone along to act on your behalf.

The Panel will make a decision based on the information about the complaint and you will receive a written response advising you of its decision within 15 working days of the meeting.

## **Housing Ombudsman**

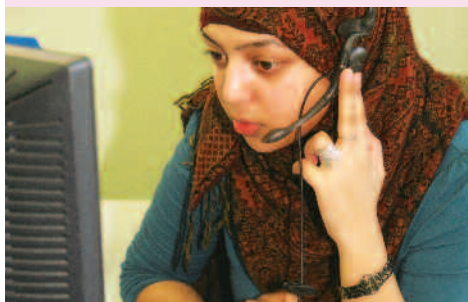
**We will try our best to resolve your complaint. However, if you are not happy with our response from the Appeals Panel you can complain to the independent Housing Ombudsman.**

This can only happen where all three stages of our complaints procedure, as explained in this leaflet, have been used.

Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN

**Telephone:**  
020 7421 3800

**Email:**  
info@housing-ombudsman.org.uk



## Compliments, comments & complaints.

This document is available in other languages upon request.

### Bengali

প্রশংসা, মন্তব্য এবং অভিযোগ  
এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

### Kurdish

ئارمزوو، رەخنە وە گەزەندە.  
ئەم بەلگەیه بە پێی داواکاری بە زمانی کوردی ش دەس دەکەوێت

### Punjabi

ਪ੍ਰਸ਼ੰਸਾਵਾਂ, ਟਿੱਪਣੀਆਂ ਅਤੇ ਸ਼ਿਕਾਇਤਾਂ।  
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

### Somali

Amaanaha, Odhaahaha iyo Cabashooyinka.  
Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

### Urdu

تعریف، رائے اور شکایات  
درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

## How to contact us

You can contact us at our office, over the telephone, by e-mail or on our website.

### Telephone:

0121 766 1100

8am-8pm Monday to Friday

8am-1pm Saturday

Emergency out of office hours:

0121 766 1100 (transfer to our out of hours service)

### E-mail:

post@family-housing.co.uk

### Post:

Family Housing Association

(Birmingham) Ltd

Bordesley House

44/46 Coventry Road

Birmingham B10 0RX

### Website:

www.family-housing.co.uk

