How to make a complaint and provide feedback

Housing Plus Group

We welcome your feedback as we want to provide excellent services to our customers.

My Voice

We know that sometimes things go wrong or the service you receive falls short of your expectations. When this happens, we want to hear from you so we can put it right and improve our services to prevent similar problems from happening again.

What is a complaint?

We consider that a complaint is:

- A failure of our published customer commitments and where no action has been taken
- Poor conduct by our staff, partners or contractors
- Where our policies and procedures have not been adhered to

A complaint must be made no later than six months after the date that the event occurred.

The complaints process is not for reporting problems with your neighbour. If your neighbour is causing nuisance or committing anti-social behaviour, please contact your local neighbourhood officer.

Our complaints and feedback policy provides further guidance on what is classed as a complaint. This can be found on our website – **www.housingplusgroup.co.uk/feedback**

How can I make a complaint?

- Fill in the form on our website at
- **www.housingplusgroup.co.uk/feedback**
- Email **feedback@housingplusgroup.co.uk**
- Call us on: **0800 007 4567**
- In person at one of our office reception areas or at our community hubs
- Write to:
  Customer complaints and feedback team, Housing Plus Group, Acton Court, Acton Gate, Stafford, ST18 9AP
- Speak to your Retirement Living Officer or Housing Officer
- Contact us on Facebook

What happens after you receive my complaint?



There are two stages to our complaints procedure.

Our overall aim is to get things right as soon as possible and resolve at **Stage one**.

If a complaint is more complicated and it is not possible to resolve within the timescales listed, we will contact you to let you know when to expect an answer and why. Please read our complaints procedure to learn more about what to expect during stage one and two.

The complaints procedure

Stage one

- Your complaint will be acknowledged within **two working days** from receipt.
- An investigation will be carried out and our findings and proposed solution will be sent to you in writing within **10 working days**.
- If you are not happy with the outcome, you can escalate your complaint to **Stage two**.

Stage two

- We will contact you within **two working days** from receiving your request.
- Written acknowledgement will be sent to you within **two working days.**
- Your complaint will be investigated by a complaints officer who will respond in writing within **20 working days.**

Housing Ombudsman

Please be aware that you are able to contact the Housing Ombudsman at any stage of your complaint for further advice and assistance.

Tel: **0300 111 3000,** email **info@housing-ombudsman.org.uk** or visit their website **www.housing-ombudsman.org.uk**

What can I do if I feel my complaint is not resolved?

If you feel your complaint has not been resolved after it has completed our complaints process, you can:

For housing-related complaints:

Ask a designated person (an MP or local councillor) to review your complaint who can refer it to the Housing Ombudsman Service.

You can contact the Housing Ombudsman Service to review your case. You must wait eight weeks after the date of our final decision before contacting them. Their contact details can be found above.

We will not review a complaint again after our process has been completed unless asked to by the Housing Ombudsman Service.

For care-related complaints:

Approach the Local Government and Social Care Ombudsman after you receive your final decision. They can be contacted on **0300 061 0614** or **https://complaints.lgo.org.uk/**. If your complaint relates to a regulatory issue, you can contact the Care Quality Commission (CQC) on **0300 061 6161**, email **enquiries@cqc.org.uk** or visit **www.cqc.org.uk**.

Comments and complaints

We welcome comments on how we can improve our services and it's always nice to receive compliments when we've done something well and exceeded your expectations.

We will acknowledge your feedback within **two working days** from receipt.

Your comment or compliment will be passed on to the relevant team manager.

We will let you know if something changes in our organisation as a result of your feedback.