

# Feedback about our services

Tell us about your experience



## Compliments

Your compliments and comments help us to improve our services going forward. If you have any positive feedback for us, we'd love to hear it, so we can do more of the same in the future.

## Quick Resolution

If you are unhappy with our services, you will be given the choice to raise a complaint. If you don't want to raise a complaint, we can deal with this as a quick resolution for you. This is a service request where we take the chance to resolve the matter with you as soon as we can, and will aim to agree a resolution with you within two working days. We'll then keep in touch with you until the issue has been fully resolved.



## Complaints

We understand that sometimes things don't work out and you need to let us know when that happens. To help you understand how we manage your complaint, we have put together this guide so that you know what to expect when you report a complaint. For your information, we don't treat things like reporting a repair or antisocial behaviour as a complaint. Further details on our complaints process can be found in our Complaints Policy.

### Formal Complaint (Stage 1)

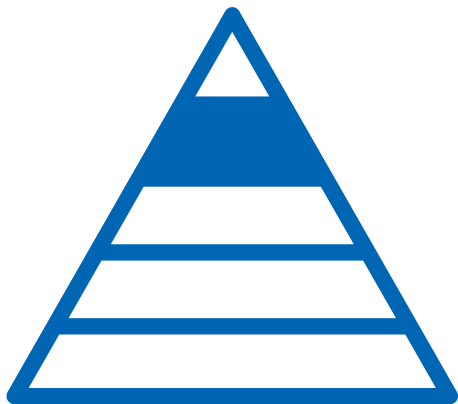
If you are unhappy about the actions we have taken, decisions we've made, or a failure of our service, you can make a complaint. A Formal Complaint (Stage 1) investigation is Stage 1 of our complaints process, investigating dissatisfaction with our services. These will be investigated by our Feedback team or a member of our Leadership team. We aim to acknowledge Stage 1 complaints within five working days of receiving the complaint, and aim to provide a Stage 1 response within 10 working days of acknowledgement. If the process is going to take any longer, we'll stay in touch with you to let you know what's happening.

## Appeal Complaint (Stage 2)

If you are unhappy with our Formal Complaint (Stage 1) response or feel that your issue hasn't been resolved, you can appeal the decision. Please note that any appeals must be made within 20 working days of our Stage 1 response.

We aim to acknowledge the appeal request within five working days of receiving the escalation request, and aim to provide a formal response within 20 working days of acknowledgement.

We will keep in touch if this will be longer for any reason.



## Ombudsman

An Appeal (Stage 2) complaint is the final stage of our two stage complaints process. If you are unhappy with the outcome of the complaints process, you can escalate your concern externally to the Housing Ombudsman service, who will advise whether they can investigate further.

### To contact the Ombudsman, you can:



**Housing Ombudsman Service,  
PO Box 1484,  
Unit D,  
Preston,  
PR2 0ET**



**[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**



**[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**


**Housing**  
Ombudsman Service

## Information Commissioner's Office (ICO)

The ICO, as the data protection regulator, investigates complaints from individuals who believe there has been an infringement of data protection obligations. After exhausting our internal complaints procedure, if you are not happy with the outcome of a data protection complaint, the ICO can be contacted for guidance or to investigate further.

### To contact the ICO, you can:

 **Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow**  
**SK9 5AF**

 **0303 123 1113**

 **ico.org.uk**

**ico.**  
Information Commissioner's Office

## How to make a complaint

You can make a complaint to us on our website, by email, in person, via our webchat, in writing by post, or through one of our social media pages.

If you would like someone to act on your behalf when making a complaint please let us know that you are giving them authority to act on your behalf and that you are happy for us to share information with them.

 **01494 476100**

 **feedback@redkitechousing.org.uk**

 **www.redkitechousing.org.uk**

 **Red Kite Community Housing**  
**Hampden Court**  
**Frederick Place**  
**High Wycombe**  
**Bucks**  
**HP11 1JU**

 **Red Kite Community Housing**