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12. Feedback about our services

Making a compliment, comment or complaint

We are committed to providing excellent services for all our customers. We set ourselves high standards so please let us know where things have gone well – we would appreciate any compliments you may have about either our services or a member of our staff. We also know that things can sometimes go wrong. If you are unhappy with a service that you have received from us and wish to make a complaint, we would like to hear about it. We can then try to put things right and improve our services in the future.

What is a compliment or complaint?

If you think we have:

- Done something right or wrong
- Done something particularly well or failed to do something that we should have done
- Been extra helpful or not been helpful and courteous to you
- Provided you with information that you could really use or given you wrong information
- Treated you especially well or unfairly

Please contact us and let us know.



Please also remember that if you simply ask us for a service, such as a repair or to deal with anti-social behaviour, this is not a complaint. This would only become a complaint if we failed to deal with it properly.

How can I make a compliment or complaint?

If you want to let us know how we are doing, please contact our Feedback Coordinator by contacting us:

- In person at our offices
- By phone on 01494 476100
- By email on complaints@redkitechousing.org.uk
- On the website at www.redkitechousing.org.uk.

Please let us know if you need any extra help such as an interpreter or signer or if you want a friend or relative to speak to us on your behalf. We will be happy to help you with this.

You can also use a feedback form which is available on our website or at our offices.



If I make a complaint, how will you handle it?

If you make a complaint, we will try to sort out the problem straight away and deal with it in line with stage 1 of our complaints procedure. However this is not always possible and if you are not happy about the outcome at stage 1, and you have additional information to be considered, you should follow stage 2 (and, if you are still unhappy, stage 3). These stages are:

Stage 1:

When we receive a complaint we will:

- Let you know within one working day that we have received it
- Tell you the name of the person who is dealing with it and give you a date by which we will reply
- Contact you to discuss your complaint, where necessary
- Write to you within eight working days of the complaint being received to explain our findings. We will also tell you if we have decided to take any action and explain what we will do and when.

Stage 2 – Appeal to Director

If you are not happy with what we have done at stage 1, and you have additional information which you consider needs to be reviewed, please let us know within 20 working days. Your complaint will then be dealt with at stage 2 by a Director.

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We will:

- Let you know within one working day that we have received your request to review the outcome
- Contact you to discuss your complaint where necessary
- Write to you within eight working days to explain our findings and tell you what action we will be taking, if any.

Stage 3 – Complaints Panel

If you are still unhappy with the outcome and you have additional information which you would like reviewed please let us know within 20 working days and your complaint will be dealt with by a Complaints Panel. We will:

- Set up an Executive/Board Panel meeting within 20 working days and let you know the date, time and venue. The Panel will consist of two members of our Board and the Chief Executive or another Director
- In some cases we will ask you to submit a summary of your complaint and the action you believe we should take to resolve it
- Give you the chance, at the Panel to present your case. You can bring an advocate, such as a relative or care provider, along with you. We only ask that any advocate is not acting in a legal capacity. The Panel will hear the case and will ask you questions
- Write to you within eight working days of the Panel to let you know our decision

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How can I take my complaint further?

If you've gone through all three stages of our process and you still feel there is more to do before you're happy with the outcome, you can refer your claim to the Housing Ombudsman. The Housing Ombudsman is an independent organisation which deals with disputes between tenants, leaseholders and landlords.

If you want to contact the Housing Ombudsman Service your complaint will first need to go through the democratic filter stage. This is a stage which has been introduced into complaints procedures to give more regulatory control to local people. Local people can set up their own Tenants Panels to perform this democratic filter role. Please contact us to find out more about these Panels locally. Or you can contact your local councillor or MP and ask them to refer your case to the Ombudsman.

The Housing Ombudsman address is:

Housing Ombudsman Service
81 Aldwych
London WC2B 4HN
Tel: 020 7421 3800
Email: info@housing-ombudsman.org.uk
www.ihos.org.uk



You can also get independent help and advice from your local Citizens Advice Bureau.

Residential Property Tribunal

In addition to our feedback procedure you also have the right to ask a residential property tribunal to determine whether you are liable to pay service charges for services, repairs, maintenance, improvements, insurance or management. You may make a request before or after you have paid the service charge.

What will you do differently as a result of my feedback?

We value all feedback that we receive and so we will always look to see how we can learn from it to improve our services to all our customers. We will let you know what changes we are making through Red Kite News and via our website at www.redkitehousing.org.uk

Reports will also be made to the Red Kite Board with recommendations for any improvements which we should be making based on the feedback we have received.

A copy of our Feedback Policy is available on our website at www.redkitehousing.org.uk.