



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 about it, so we can do more of the same in the future.

Complaints

We understand that sometimes things don't work out. We've put together this roadmap so that you know what to expect when you report a complaint.

We don't treat service requests like reporting a repair or anti social behaviour as a complaint. You will only go through the steps below when you're letting us know that you feel we've let you down.

Initial Contact

This is always the first stage if you are unhappy with our service. If you do have a complaint about us, we want a chance to make it right as soon as we can. This is why we'll always try to get in touch with you within 48 hours of reporting your complaint to offer you help. Getting back to you quickly is important to us, because we understand that many issues need a quick fix or an apology. We don't want to force you through a long formal process if you don't need it.

Formal Investigation

Sometimes when an issue can't be resolved at initial contact, you may want us to start a 'formal investigation' to find out why something has gone wrong. Formal investigations will be carried out by a member of our management team. If this is needed we'll let you know the name and position of the person carrying out your investigation, and they'll be your point of contact during the whole process. They will aim to get to the bottom of your issue and provide a resolution within eight working days. If the process is going to take longer, we'll be in touch and stay in touch with you to let you know what's happening.

Appeal

After a formal investigation has taken place, if you are still unhappy and feel that your issue hasn't been resolved, we may be able to review your case as an appeal. First we will ask you to give us any new evidence or information you feel we didn't consider during the formal investigation.

All appeals get considered by either a Senior Manager or Director, based on any new evidence or information. They will contact you within one working day to understand why you wanted to take your complaint further. An appeal of your complaint will take up to eight working days and we will keep in touch if this will be longer for any reason.

Please note that any appeals must be made within 20 working days of receiving our formal investigation response.

Ombudsman

Our appeal is the last part of our internal complaints process. So if you still feel that we've let you down, you can escalate your concern externally. The Housing Ombudsman would ask that you try to reach a resolution using a local 'Designated Person' before you approach them. This can be an MP, Councillor or a group of independent tenants who have formed a tenant panel that has been recognised by us and the Ombudsman. These designated people will help you look at your issue and then get in touch with us on your behalf to seek a resolution.

If you choose not to approach a designated person or there are no tenant panels available to you, the Ombudsman will investigate your issue but you must wait eight weeks after our final contact with you. To contact the Ombudsman, you can:

Call: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Write to: Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN

Visit: www.housing-ombudsman.org.uk

How to share your feedback



QR code

Use your devices QR code reader to go directly to our feedback form



Download our app

Search for Red Kite Housing on the Google play or iOS app store



Website

www.redkitehousing.org.uk



Email

Feedback@redkitehousing.org.uk



Phone

01494 476100



Facebook

Red Kite Community Housing



Twitter

@Redkitehousing



In person or by post

Feedback
Red Kite Community Housing
Windsor Court,
Frederick Place,
Kingsmead Business Park,
High Wycombe,
HP11 1JU



Our opening hours

Monday, Tuesday and Thursday: 8.45am - 5.15pm
Wednesday: 1pm – 5.15pm
Friday: 8.45am – 4.45pm