



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 and you need to let us know when that happens. To help you understand how we manage your complaint, we have put together this roadmap 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 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 two working days of reporting your complaint to offer you help. Getting back to you quickly is important to us, because we understand that many issues can be resolved quickly and 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, it may be necessary 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 10 working days. If the process is going to take any longer, we will stay in touch with you to let you know what's happening.

Appeal

After receiving a formal response to your complaint, 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 previously consider. Please note that any appeals must be made within 20 working days of receiving our formal response.

Your appeal request will be acknowledged within two working days. If it is accepted, it will get considered by either a Senior Manager or Director, based on any new evidence or information provided. An appeal of your complaint will take up to 10 working days and we will keep in touch if this will be longer for any reason.

Ombudsman

Our appeal is the last part of our internal complaints process. 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:

Write: Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9GE

Visit: www.housing-ombudsman.org.uk

Email: info@housing-ombudsman.org.uk

Call: 0300 111 3000

How to share your feedback



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](https://twitter.com/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