

TELL US WHAT YOU THINK

A guide to making
compliments,
complaints and
suggestions

Our vision is to offer our customers consistently brilliant services. To help us to achieve this we aim to put your views at the heart of everything we do. So whether you are a tenant or leaseholder, we want to know your views on the services we provide to you, both the good and not so good.

We welcome and value all comments, compliments or complaints you make and use them to help improve our services to you. Whether you want to tell us about excellent customer service or if something goes wrong, we need to know. This guide tells you how you can have your say.



Compliment

Although delivering brilliant customer service is what we set out to do, it's always nice to hear about it from our customers.

If you are happy with the service you have received, please tell us about it as it helps to know what you appreciated and makes sure that we keep doing it.

We ensure that all compliments are passed to the relevant service or employee so they get to hear your positive feedback.

Complaint

We are sorry if you are not happy with a service you have received from us or the way we have attempted to resolve a query, therefore you have the right to make a complaint.

You may feel that we did not do what we promised to, or maybe you were unhappy with the way you were treated. Together Housing Group has a fair, consistent and structured process making it easy for people to complain. The process is simple to use, readily available and we promise complaints will always be dealt with.



Suggestion

If you have a suggestion about how the service you have received can be changed or improved - we want to hear about it.

We may not always be able to do everything people ask, but we always try to act on comments and suggestions wherever possible.

What is a complaint?

Examples of complaints are:

- Failure to provide the level of service that could reasonably be expected.
- The length of time taken or failure to provide the service or information you need.
- The attitude or behaviour of our staff or contractors.
- Our failure to keep you informed of a decision we made.
- Any kind of discrimination.

What is not covered by our complaints process?

Some types of requests are not covered by our complaints process and these include:

- A request for a service, for example, for maintenance work to be carried out.
- To report neighbour nuisance or anti-social behaviour. We have special procedures to deal with nuisance and harassment; you will need to speak to your Neighbourhood or Anti-Social Behaviour Officer about this.
- Complaints about services which are not provided by Together Housing Group.
- Unreasonable and vexatious persistent complaints.

If your complaint is about something that cannot be resolved by the complaints process we will explain why and make sure the right team is dealing with it.

How we will deal with your complaint

There are clear stages throughout our complaints process:

Stage 0 – Getting it Sorted

This is the informal stage as most of the time you simply want us to put things right, so we focus on sorting out a problem quickly. There is usually no written correspondence at this stage.

What is involved?

The Customer Service Centre or a nominated officer will sort out your complaint at this stage and will aim to resolve it within 5 working days.

Stage 1 – Investigate complaint

If we are unable to resolve the complaint to your satisfaction within 5 working days, you can request that it is investigated under the formal stage of our complaints process.

What is involved?

This stage will involve a full investigation of the complaint by the appropriate Service Manager, with the outcome of the investigation and the agreed resolution set out in writing within 10 working days. You will receive an acknowledgement letter and a final letter explaining the outcome.

Stage 2 - Review of complaint

If you feel we have failed to fully address or deal with your complaint, please tell us why as you may request a review of the case.

What is involved?

This will be dealt with by a Senior Manager and the outcome of this review will be set out in writing within 15 working days.

At all stages, if more time is required to deal with your complaint, we will send you a letter to explain what is happening.

What if you are still dissatisfied?

In the event you feel we have failed to deal with your complaint satisfactorily at the end of Stage 2, you have the right to refer it to a local MP or Councillor.

Your MP or Councillor may contact us or refer your complaint to the Independent Housing Ombudsman Service.

Please be aware that they will only consider your complaint after it has been through all stages of Together Housing Group's complaints process.

If you decide to go to the Ombudsman directly, without it being referred to them by an MP or Councillor, you must wait until 8 weeks after the end of the completion of our internal complaints process.

Further information can be requested from your local housing office.

If you need any help reading or understanding this guide, please contact your Customer Service Centre.

Contact details for the Independent Housing Ombudsman Service:

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

T: 0300 111 3000

E: info@housing-ombudsman.org.uk

W: www.ihos.org.uk

If you feel we have done something wrong, you have the right to complain.

Stage 0

Getting it sorted

If you are dissatisfied with the outcome at Stage 0, your complaint will be moved to Stage 1.

- We will aim to resolve the complaint by putting it right as quickly as possible.
- Details of your complaint will be logged and if you are satisfied, the case will be closed.
- Please allow five working days at this stage.

Stage 1

Investigate complaint

If you are dissatisfied with the outcome at Stage 1, your complaint will be moved to Stage 2.

- This will involve a full investigation by the relevant Service Manager.
- Details of your complaint will be logged and if you are satisfied with the outcome, the case will be closed.
- Please allow ten working days at this stage.

Stage 2

Review of complaint

- If you feel we have not dealt fully with your complaint you may make a request to a Senior Manager to review the case. Allow 15 working days for the outcome of the review, which will be set out in writing.
- Details of your complaint will be logged and if you are satisfied with the outcome, the case will be closed.
- Please allow ten working days at this stage.

How can you contact us?



By visiting one of our offices.



Call your local office between 9.00am and 5.00pm, Monday to Friday.



Online by using our 24hr reporting service available through the “**Contact Us**” section of our website at **www.togetherhousing.co.uk**



By writing to us or filling in the form on the back of this leaflet and sending it to your nearest office.

Information for Leaseholders

If you have a specific complaint about your service charges you can appeal to:

Residential Property Tribunal
1st Floor Piccadilly Exchange
2 Piccadilly Plaza
Manchester
M1 4AH

Tel: 01612 379491

Fax: 01264 785128

Email: rpnorthern@hmcts.gsi.gov.uk

www.justice.gov.uk/tribunals/residential-property

Together Housing Offices

Blackburn, Lancashire

Telephone: 0300 555 5560

Address: Prospect House, Wharf Street, Blackburn BB1 1JD

Colne, Lancashire

Telephone: 0300 555 5559

Address: Shackleton Hall 32 Church Street Colne BB8 0LG

Rawtenstall, Lancashire

Telephone: 0300 555 5556

Address: Green Vale Court, New Hall Hey Road, Rawtenstall, Rossendale BB4 6HR

Halifax, West Yorkshire

Telephone: 0300 555 5557

Address: Bull Green House, Bull Green, Halifax HX1 2EB

Wakefield, West Yorkshire

Telephone: 0300 555 5561

Address: Harrison Street, Wakefield WF1 1PS

Guiselley, West Yorkshire

Telephone: 0300 555 5561

Address: Royd House, Low Mills, Guiseley, Leeds LS20 9LU

Sheffield, South Yorkshire

Telephone: 0300 555 5561

Address: 2 Carbrook Street, Sheffield S9 2JE

Hull, East Yorkshire

Telephone: 0300 555 5561

Address: Preston Rd, Hull HU9 3QB

Lined writing area for notes or comments.

Your details:

Name							
Address							
Telephone							
Email:							
How would you prefer to be contacted?							
Telephone	<input type="checkbox"/>	Email	<input type="checkbox"/>	Letter	<input type="checkbox"/>		
Please sign and date this form and return it to your local office.							
Signed							
Date							
Do you consent to us using this information to help with training or sharing through social media, website and publications?							
				Yes	<input type="checkbox"/>	No	<input type="checkbox"/>