

# If things go wrong

We aim to provide the highest possible level of service to our residents, nevertheless we accept that there are times when things go wrong. We welcome complaints as an opportunity to resolve problems, improve the service, and learn from these occasions.

If you are unhappy about something you can make a complaint, or someone on your behalf can, for example a family member, a carer, a representative, a neighbour or another organisation.

## **Step 1: Raise it informally**

The vast majority of issues can be resolved quickly and informally. Therefore, you are encouraged to raise minor issues verbally in the first instance with the most appropriate staff member, as this can lead to better understanding and very often to a swift resolution of the matter.

## **Step 2: Raise it formally with the Chief Executive**

If you are dissatisfied with the informal response and wish to raise the matter formally, you should write to, email, or telephone the Chief Executive, making it clear that you want to raise a formal complaint.

The Chief Executive will acknowledge your complaint as soon as possible but always within two weeks, indicating the next steps and the anticipated timescale to investigate the matter and respond. The Chief Executive will seek to resolve the complaint as a matter of urgency.

If your complaint is about the Chief Executive, you should send it to the office, and it will be forwarded to one of the trustees to investigate and respond.

### **Step 3: Ask for a review by the trustees**

If you are still dissatisfied, you should write to the trustees, c/o the office, asking them to review the matter. The Chair of trustees will review the investigation documents and the trustees will consider the matter. You will be invited to attend part of that meeting to explain your point of view and may bring a friend or relative with you. After the meeting the Chair will write to you to explain the decision made and any action to be taken to resolve your complaint.

### **Step 4: Take your complaint to the Independent Housing Ombudsman**

You have the right to take your complaint to the Independent Housing Ombudsman whose address is:

Housing Ombudsman Service

PO Box 152

Liverpool L33 7WQ

Tel: 0300 111 3000

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

You can also make complaints through the website at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

The Ombudsman will need to see that you have exhausted the Trust's procedures before considering your complaint.

A copy of the Complaints Policy and Procedure can be obtained from the office.