

For further information please contact:

☎ 024 7676 7122

or

☎ 024 7676 7142

and ask for the Performance and Regulation Team

Need help in your own language?

French

Pour vous assister en votre propre langue

Portuguese

Assistencia na sura propria lingua

Somali

Luqadaadoo lugugu caawinaayo

Farsi

برای کمک به زبانتان

Arabic

لمساعدتكم في لغتكم

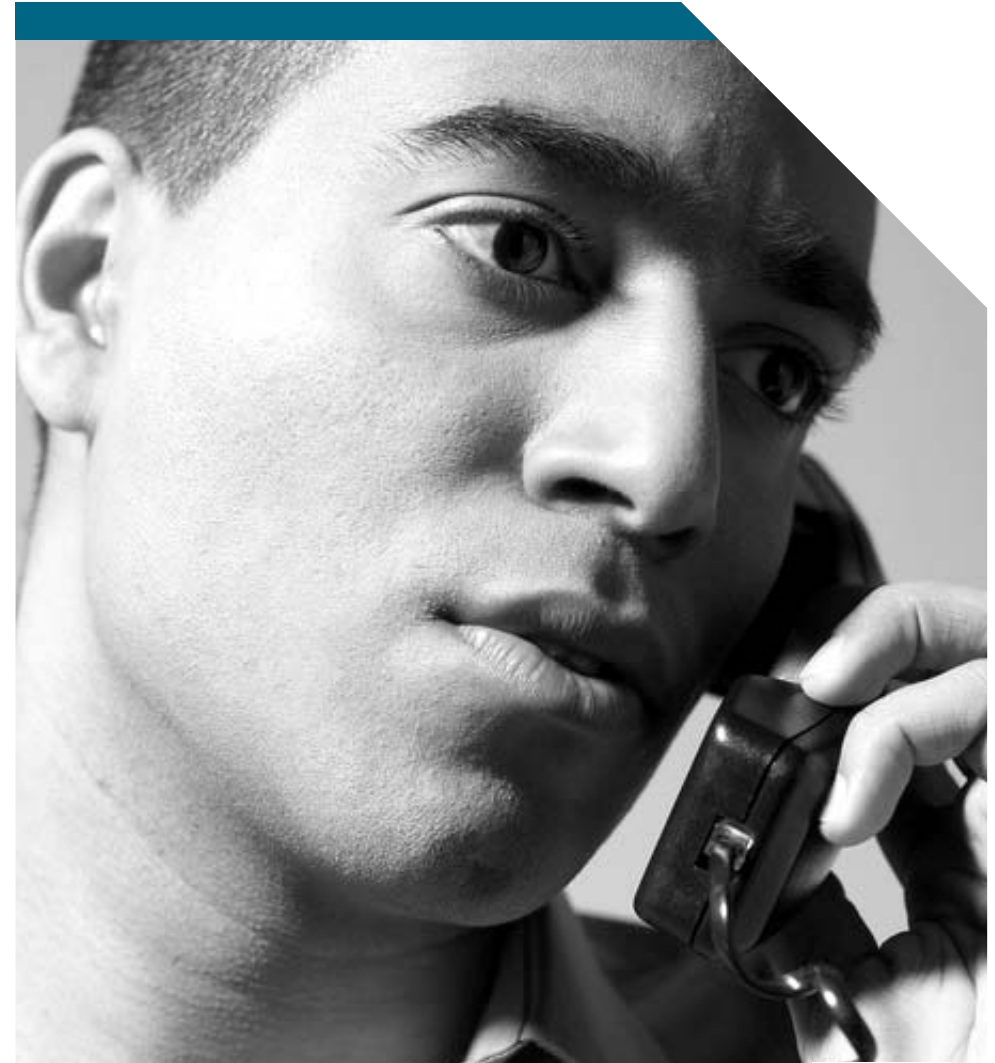
Kurdish

بۆیارمه تیدان به زمانی خوۆت

☎ 024 7676 7000

Whitefriars Housing Group Limited
9 Little Park Street, Coventry, CV1 2UR
Web www.whitefriarshousing.co.uk
Email info@whitefriarshousing.co.uk
a charitable, industrial and provident society

NW999/04.07/r04.08



Making a Complaint



 business for neighbourhoods



Help us to Help You

Whitefriars Housing Group, and its partners, will deal with all complaints fairly, openly and without bias.

We aim to give the best service we can, but recognise that on occasions we fail to do so. We have set up our complaints procedure to help if we do fail. If you have a complaint against us please tell us so that we can put things right. This will help not only you, but also other customers in the future and it will make sure we improve our service. If you do make a complaint, we won't treat you less favourably in the future.



Who can complain?

You can make a complaint if you are:

- A tenant or leaseholder of ours
- Applying for housing with us
- Any other person or organisation affected badly by our service

What can I complain about?

You can complain if you think:

- We failed to do something we should have done
- We did something wrong or to a poor standard
- Poor customer service or discrimination

Please don't use our formal complaints procedure if you:

- Are asking for a service from us (for example, if your heating has broken down and you want it repaired).
- Want information about any part of our service.
- Want to talk to us about a problem with your neighbour or another resident living on your estate.

Please contact your Housing Office about these issues to find out how we can help.

Occasionally we may suggest mediation as the best way to resolve a dispute.

We may refuse to deal with a complaint, or deal with it differently, if it is pursued unreasonably.



Asking someone else to complain on your behalf

If you want to ask someone else (for instance a friend or family member) to complain on your behalf, we are happy to deal with them. If a complaint is about a particularly sensitive matter we may ask for proof that they have your permission to act on your behalf.

How can I complain?

The simplest and quickest way to resolve a problem is to discuss it, informally, with the member of staff or the Manager responsible for the service. Our staff will be happy to talk about complaints or suggestions, and most problems can be dealt with on the spot.

How can I complain? (continued)

If you have discussed your problem with a manager and do not feel that the matter has been put right, you can use the formal complaints procedure set out in this leaflet.

(We will not normally consider complaints about events that took place more than 12 months ago).

To begin the process, you can...

- **Fill in a Form.** (inside this leaflet) You can hand it in to any one of our reception desks, or send it to us in the postage paid envelope enclosed. You do not need a stamp. If you need help filling in the form, please ask a member of staff.
- **By Letter.** Please write a letter to Whitefriars Housing Group, Performance and Regulation Team, 9 Little Park Street, Coventry, CV1 2UR. Please set out clearly how we can contact you.
- **By Email** at info@whitefriarshousing.co.uk Please make it clear in your Email that you are making a complaint.
- **By Telephoning** 024 7676 7122 / 7142. We will make careful notes of your complaint using one of our forms as a record.



What happens after you have made a complaint?

All formal complaints are recorded and dealt with in confidence.

- We will confirm in writing that we have received your complaint within 3 working days and give you a reference number.
- We will give you the name of the officer dealing with your complaint.
- That officer will undertake an investigation, and will aim to respond with the outcome of the investigation within 10 working days.
- You may receive a visit or telephone call in order to assist with the investigation.
- When the investigations are complete, customers may receive a visit or telephone call with a full verbal explanation, or a written apology, where applicable.
- Where a complaint is upheld and appropriate, customers may be given compensation to offset any losses suffered through Whitefriars poor service.

N.B. Leaflets on our Compensation Policy are available from reception desks. Please ask for details.

In some cases, where complaints are very complicated, we may need longer than 10 days to fully investigate the matter, we will advise you in writing of the delay.



What if I am dissatisfied with the response to my complaint?

If you choose a formal investigation, we will expect you to go through the following stages. If you miss a stage, we will usually expect to go back to it.

The process for reviewing complaints is:

- Stage 1** **Original Complaint Received**
Aim to respond within 10 working days.
- If you are dissatisfied with the outcome, let us know within 4 weeks, specifying your reasons why.
- ↓
- Stage 2** **Review of Complaint by an Independent Head of Service**
Aim to respond within 10 working days.
- If you are still dissatisfied with the outcome, let us know within 4 weeks, specifying your reasons why.
- ↓
- Stage 3** **Formal Appeal to the Complaints Panel, made up of Whitefriars Housing Group Board Members and the Chief Executive**
Aim to respond within 28 days.

A complaint can be closed before it has been through all stages of our complaints process. This may happen if a complaint is being pursued unreasonably or if it is considered inappropriate.



Who else can I contact if I have a problem?

The Ombudsman

If you need to take the matter further, you can contact the Independent Housing Ombudsman:

The Independent Housing Ombudsman
81 Aldwych
London
WC2B 4HN

Tel: 020 7421 3800

Fax: 020 7831 1942

Lo Call: 0845 712 5973

Mini Com: 020 7404 7092



Independent Advice is available at the following centres:

- Citizens Advice
- Law Centre

We recommend that you follow our procedure through to the end before you take an outstanding complaint elsewhere.

What happens afterwards?

We will report the overall outcomes of complaints made to us in our Annual Report to customers.