

We offer a wide range of leaflets which detail our policies, procedures and good practice. These are available on request.

This document is about Making a Complaint.  
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

 **Complaints line 024 7676 7122/7142**

**Whitefriars Housing Offices**

9 Little Park St,  
City Centre,  
Coventry

 **024  
7676 7111**


29-31 Riley Square,  
Bell Green,  
Coventry

 **024  
7670 8400**

192 Torrington  
Avenue,  
Coventry

 **024  
7649 6700**

St James Lane,  
Willenhall,  
Coventry

 **024  
7651 6700**

**Repairs Line (24hrs) 0845 850 6090**

WEST MERCIA HOUSING GROUP



hardenhousing.co.uk



kemblehousing.co.uk



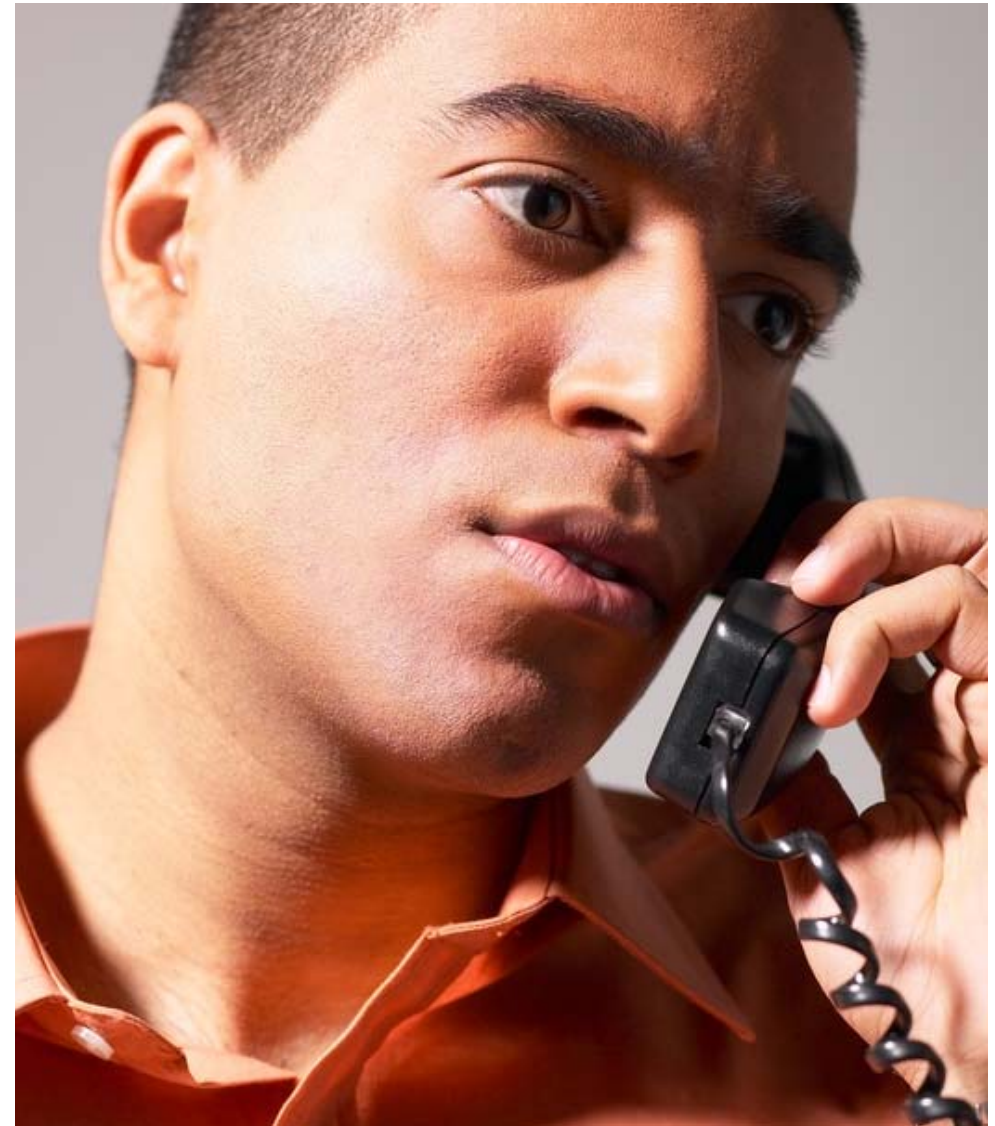
nexushousing.co.uk



whitefriarshousing.co.uk

www.wmhousing.co.uk

NW1602/016 complaints WF



**Tell us what you think**  
*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 services. 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 a house 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
- You received 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.

### All complaints will be considered except:

- Where a complaint is already going through a court or tribunal (including disrepair cases)
- Where a complaint is being pursued in an unreasonable manner and is being handled under our Persistent, Unreasonable and Vexatious Complaints Protocol.

### 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, however, we will need confirmation from you that you are happy for them 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 and most problems can be dealt with on the spot.

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

### To begin the process, you can...

- **Visit** any one of our reception desks and give details of your complaint to a member of staff.
- **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.
- **Fill in our online form.** You can find this under the “Tell us what you Think” section of our website at [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk).
- **Write to us** at Whitefriars Housing Group, Performance and Regulation Team, 9 Little Park Street, Coventry, CV1 2UR. Please set out clearly how we can contact you.
- **Email us** at [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk) Please make it clear in your email that you are making a complaint.
- **Telephone us** on **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, giving you a reference number, the name of the officer dealing with your complaint and their contact details.
- That officer will undertake an investigation and will aim to respond with the outcome of the investigation with 14 calendar days\*  
**(In some cases, where complaints are very complicated, we may need longer than 14 calendar days to fully investigate the matter, we will advise you of the delay and will tell you when you should expect a response. Our aim is that no complaint investigation will take longer than 28 days).**
- You may receive a visit or telephone call in order to assist us with the investigation
- When the investigations are complete, customers may receive a visit or telephone call, however, all outcomes of complaint investigations will be confirmed in writing.
- Where a complaint is justified and appropriate, customers may be given compensation to offset any losses suffered through Whitefriars poor service.

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

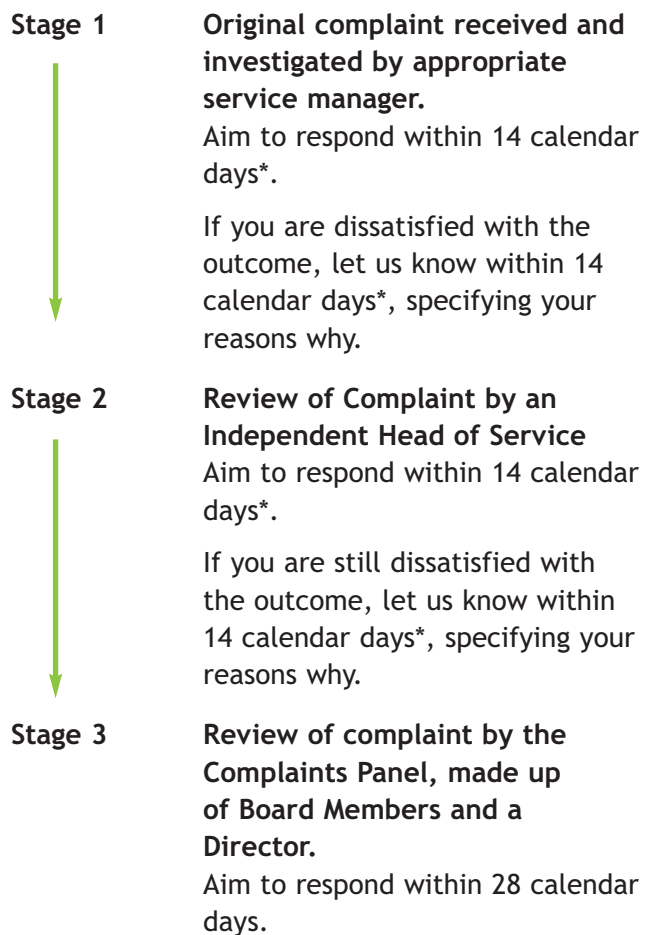
\*with the exception of Bank Holidays and office closures when response targets will be 10 working days.



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

If we are unable to resolve your complaint on the spot and a full investigation is required, we will expect you to go through the following stages. If you miss a stage or new evidence is presented, we will usually expect to go back to an appropriate stage in the process.

The process for reviewing complaints is:



\* with the exception of Bank Holidays and office closures when response targets will be 10 working days

## Who else can I contact if I have a problem?

### The Ombudsman

If you need to take the matter further and you are a tenant, leaseholder or applicant of Whitefriars Housing Group, you can contact the Housing Ombudsman Service:

### The Housing Ombudsman Service

81 Aldwych  
London  
WC2B 4HN

Tel: 0845 712 5973

Fax: 020 7831 1942

Mini Com: 020 7404 7092

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

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. The Housing Ombudsman Service also recommend this.

## What happens afterwards?

We will use any lessons learned as a result of a complaint investigation to improve our services and we will report on complaints in our Annual Report to customers.



## Whitefriars Housing Group Complaint Form

Please tick one of the choices below:

Complaint

Review

Panel

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_

(Work): \_\_\_\_\_

Date: \_\_\_\_\_

Please give the details of your complaint:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*If you need more space, please use a separate sheet of paper.*

Have you told us about this before? \_\_\_\_\_

If so, who did you speak to? \_\_\_\_\_

What would you like us to do to sort out the problem?

\_\_\_\_\_

## Whitefriars Housing Group Ethnic origin of household as defined by applicant

In order for us to check that our service is fair and accessible to our Customers, please select which option best describes your ethnicity

one only

a. White 1  British 2  Irish 3  Other

b. Mixed 4  White & Black Caribbean 5  White & Black African

6  White & Asian 7  Other

c. Asian or 8  Indian 9  Pakistani

Asian 10  Bangladeshi 11  Other

British

d. Black or 12  Caribbean 13  African 14  Other

Black

British

e. Chinese 15  Chinese 16  Other

or other  
ethnic group

f. Refused 17

Performance and Regulation Team, Whitefriars Housing Group,  
9 Little Park Street, Coventry CV1 2UR.  
For further information please contact

**024 7676 7122 / 7142**

and ask for the Performance and Regulation Team.