

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

Whitefriars is proud to be part of



### 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

### Need help in your own language?

Arabic

يا به زبان خودتار به کمک نيتز داريد؟ "هل تحتاج إلى مساعدة بلغتك؟"

French

.. Vous avez besoin d'aide  
dans votre propre langue ..

Kurdish

اپنی زبان میں مدد کی ضرورت ہے۔ نا بنوسب به بارهتر به زمانى خوب ههه.

Farsi

Polish

Wymagają Państwo  
pomocy w swoim języku?

Urdu

☎ 024 7676 7000

### Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

**Repairs Line (24hrs) 0300 7906 555**



[www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
[www.wmhousing.co.uk](http://www.wmhousing.co.uk)

# Making a Complaint

یوکشب مدقتلا  
Porter réclamation  
گه لاله کردنی سکا لا  
تی اکش ماقا  
Składanie skarg  
انارک چرد تی اکش



**whitefriars**  
HOUSING

"Creating places where people are proud to live and work"

# 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 assist and most problems can be dealt with quickly.

If you have discussed your problem with us 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, Customer Feedback 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?

**Upon receiving your complaint, we will always consider whether we can resolve your dissatisfaction quickly as a "Quick Resolution" where we will respond to you within 3 working days with an outcome. However, if we feel more time is needed to investigate your complaint we will record it as a stage 1 formal 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 you are dissatisfied with the outcome of a complaint investigation you can take your complaint to the next stage of our complaints procedure.

If new evidence is presented, we will usually expect to go back to an appropriate stage in the process.



## The process for reviewing complaints is:

### Quick Resolution

Aim to respond within 3 working days.  
If more time is needed to investigate your complaint we will record as a stage 1.

### Stage 1

#### Investigated by appropriate service manager.

Aim to respond within 14 calendar days\*.  
If you are dissatisfied with the outcome, let us know within 14 calendar days\*, specifying your reasons why.

### Stage 2

#### Review of Complaint by an Independent Head of Service

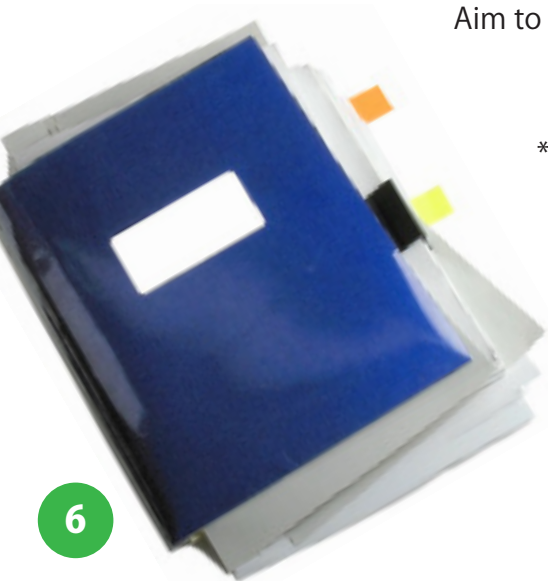
Aim to respond within 14 calendar days\*.  
If you are still dissatisfied with the outcome, let us know within 14 calendar days\*, specifying your reasons why.

### Stage 3

#### Review of complaint by the Complaints Panel, made up of Board Members and a Director.

Aim to respond within 28 calendar days.

\*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 Complaint Form

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

### 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 Asian British 8  Indian 9  Pakistani  
10  Bangladeshi 11  Other
- 
- d. Black or Black British 12  Caribbean 13  African 14  Other
- 
- e. Chinese or other ethnic group 15  Chinese 16  Other
- 
- f. Refused 17

Whitefriars Housing,  
9 Little Park Street, Coventry CV1 2UR

For further information please contact

**024 7676 7000**