

We're here to listen — Homes customers

Complaints, Compliments and Suggestions for improvement

We want you to be happy with the services you receive and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up to date with progress
- Being honest and open about the process

In line with our equality and diversity policy, we will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint, this leaflet tells you how to do it.

Stage 1

We have a dedicated team of Business Support Advisors to handle your complaint. If you want to make a direct complaint;

- Use the make a complaint form on our website at: www.placesforpeople.co.uk/customers_tell_us_what_you_think
- Send a letter to the Business Support Team (please see blue box)
- Email your complaint to: Bsua.complaints@placesforpeople.co.uk
- Phone our Customer Service Centre on: 0845 850 9571 / Homeowners — 0845 850 9575

If you can't do this yourself, you can ask a friend or relative to help you.

We will always try to resolve your complaint on the day we receive it. If we need time to look into it, we will acknowledge that we have received your complaint within two working days. We will aim to provide you with a full response within ten working days. If we can't get back to you within that time, we will explain why and tell you how long it will take.

Stage 2

If you feel your complaint has not been handled correctly you can ask to progress to Stage 2. Depending on the nature of your complaint and your tenancy/agreement with Places for People, we will determine the next stage and inform you of this. This will usually be by a Senior Management review. If necessary we will advise you when it is appropriate to contact a designated panel or person, the Housing Ombudsman Service or a First-Tier Tribunal (FTT).

Senior Management Review

The Stage 2 Complaint will be reviewed by a Senior Manager. They will undertake a thorough and detailed investigation to ensure your complaint has been handled in a fair and appropriate manner and a written response will be provided to you within 20 working days.

If you remain dissatisfied with the way we have handled your complaint after Stage 2, you can ask a designated panel or person ie. your local Councillor or MP, to review your complaint. Alternatively you can escalate your complaint to the Housing Ombudsman service eight weeks after you have exhausted our internal complaints procedure.

A list of MPs / Councillors can be found at: www.parliament.uk/mps-lords-and-offices/mps

Housing Ombudsman Service

Exchange Tower
Harbour Exchange Square
London
E14 9GE

Email: info@housing-ombudsman.org.uk

Web: www.housing-ombudsman.org.uk

Tel: 0300 111 3000

(lines are open Monday to Friday from 9:15 to 17:15)

Fax: 020 7831 1942

Business Support (Complaints)

Places for People
PO Box 2070
Preston
PR5 9BY

0845 850 9571 / Homeowners: 0845 850 9575

Email: Bsua.complaints@placesforpeople.co.uk

Customer Feedback Form

Name:.....

Address:.....

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Daytime contact No:.....

Email:

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The details of your feedback will remain confidential to Places for People, contractors acting on our behalf and independent organisations that we occasionally ask to carry out quality checks.

Complaint **Compliment** **Suggestion**

Tell us about your feedback (use a separate piece of paper if needed):.....

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What do you think we should do?

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When you have completed this form, please return it to:

Business Support (Complaints)

Places for People

PO Box 2070

Preston

PR5 9BY

Thank you for your feedback, a member of the Business Support Team will be in touch with you within 2 working days.

If you would like this document in another format or community language, for example in large print, braille or on tape, please contact our Customer Service Centre on:

0845 850 9571 / Homeowners: 0845 850 9575

Email: equalityanddiversity@placesforpeople.co.uk