

How to make a complaint and provide feedback



We welcome your feedback as we want to provide excellent services to our customers.

MyVoice

We know that sometimes things go wrong or the service you receive falls short of your expectations. When this happens, we want to hear from you so we can put it right and improve our services to prevent similar problems from happening again.

What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the standards of our service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of residents.

A complaint must be made no later than six months after the date that the event occurred.

The complaints process should not be used to report problems with a neighbour. If your neighbour is causing nuisance or committing Anti-Social Behaviour (ASB), please contact your local neighbourhood officer.

Our complaints policy provides further guidance about what is classed as a complaint. You can find a copy of the policy on our website – www.homesplus.co.uk/documents

How can I make a complaint?

- ♦ Complete the form on our website at www.homesplus.co.uk/feedback
- ♦ Call our customer services team on **0800 048 8955**
- ♦ Book an appointment to visit one of our offices by calling **0800 048 8955**
- ♦ Write to: **Customer complaints and feedback team, Acton Court, Acton Gate, Stafford, ST18 9AP**
- ♦ Contact us on Facebook - www.facebook.com/myhomesplus

What happens after you receive my complaint?

There are two stages to our complaints procedure. Our overall aim is to get things right in the first instance and resolve the matter at **Stage one**.

If a complaint is more complicated and it is not possible to resolve within the timescales listed, we will contact you to let you know when to expect an answer and why.



The complaints procedure

Stage one

- ◆ Your complaint will be acknowledged within **five working days** from receipt.
- ◆ An investigation will be carried out and our findings and proposed solution will be sent to you in writing within **10 working days**.
- ◆ If you are not happy with the outcome, you can escalate your complaint to **Stage two**.

Stage two

- ◆ We will contact you within **five working days** from receiving your request.
- ◆ Written acknowledgement will be sent to you within **five working days**.
- ◆ Your complaint will be investigated by a complaints officer who will respond in writing within **20 working days**.

Housing Ombudsman

Please be aware that you are able to contact the Housing Ombudsman at any stage of your complaint for further advice and assistance.

Tel: **0300 111 3000**, email **info@housing-ombudsman.org.uk** or visit their website **www.housing-ombudsman.org.uk**

What can I do if I feel my complaint is not resolved?

If you feel your complaint has not been resolved after it has completed our complaints process, you can contact the Housing Ombudsman and ask them to review your case. Their contact details can be found above.

Please note: we do not review complaints again after our process has been completed unless we're asked to by the Housing Ombudsman.

Comments and compliments

We welcome comments on how we can improve our services and it's always nice to receive compliments when we've done something well and exceeded your expectations.

- ◆ We will acknowledge your feedback within **five working days** from receipt.
- ◆ Your comment or compliment will be passed on to the relevant team manager.
- ◆ We will let you know if something changes in our organisation as a result of your feedback.

To share a comment or compliment, please contact us using the details on page one.