

making a complaint

Contacting us

mobileconnect
0300 111 1133

callconnect
0845 505 3355

 **www.adactushousing.co.uk**
info@adactushousing.co.uk

Miles Platting Office
0800 234 6826

How to make a complaint

We try to provide the best possible service at all times, but we don't always get it right. When this happens, we want to know about it and we treat all complaints very seriously.

You have the right to complain about any aspect of the service you receive from us. You may want to complain if you feel we have:

- Failed to do something that we should have done
- Failed to follow our policies or procedures
- Done something that we should not have done
- Done something badly.

However, a complaint is not:

- An initial request for a service, such as the first report of a repair
- An initial request for information or an explanation
- About anti social behaviour, as these complaints are dealt with under another procedure
- An appeal against action resulting in court proceedings or matters subject to ongoing court proceedings.

Where a complainant has chosen an alternative route to seek redress, such as an insurance claim or legal action, we will not consider the matter under the complaints procedure until this route has been exhausted.

We will accept a complaint from you in a number of different ways. You can:

- Telephone us
- Write to us
- Email us

- Complete the online form on our website
- Speak to a member of staff face-to-face by visiting one of our offices.

If our service is not up to standard, we will apologise and try to remedy the situation as quickly as possible.



Important information When you make a complaint, every effort will be made at this stage to try to resolve the matter. This is because our customers have told us that, if possible, they would prefer us to address the issue quickly without having to go through a formal process. If your complaint cannot be resolved at this stage, we will treat it as a formal complaint.

Complainants

Anyone who receives a service from us, is affected by a decision or action taken by us, or who represents such a person can make a complaint. Examples include:

- Tenants, leaseholders, service users, ex-tenants
- Applicants for re-housing
- Partnership agencies managing property in conjunction with the Association
- Contractors or consultants
- Neighbours of our properties
- Agencies and others representing the person wishing to make a complaint, such as the Citizen's Advice Bureau, MPs, Councillors, family members or neighbours.



Important information We will need to be satisfied that anyone representing you has your permission to act for you and we may have to ask you to confirm this.

Formal complaints

We have a standard way to deal with all formal complaints. This is a three stage process.

Although most complaints will go through this process, there are some situations when this does not happen. Appeals against a decision we have taken to end a starter tenancy, demote a tenancy or end a demoted tenancy will start at stage 3.

The three stage complaints procedure is outlined below:

Stage 1 Internal Affairs formal investigation. We will acknowledge your complaint within three working days and give you a reference number. We will also tell you who will be dealing with your complaint. We aim to send you a full response to your complaint within 10 working days.

Stage 2 Departmental review. The complaint will be passed to a senior manager of the relevant department and we will acknowledge it within three working days. The manager will aim to send you a full response to your complaint within 10 working days.

Stage 3 Appeal Panel review. The complaint will be dealt with by the Appeal Panel. We will acknowledge it within three working days and aim to arrange a meeting within twenty working days. At the meeting, you will have the opportunity to discuss your complaint with members of our Board. You can bring someone with you to this meeting if you want to. The Appeal Panel will send you a full response to your complaint within ten working days of the meeting. This is the end of our complaints procedure.

At the end of each stage you will be asked if you are happy with the outcome and if you would like to progress to the next stage.



Tip You can give us your response by:

- Returning the slip we have included in the response letter
- Calling into our office and we will complete this slip with you
- Ringing us and we will take your response over the phone
- Emailing us with your response.

We will close your complaint when:

- You tell us you are satisfied with the outcome
- We haven't heard from you within 14 days of sending you a full response at any stage
- When you have reached the end of the procedure.

The Ombudsman

After the Appeal Review you may take your complaint to an Ombudsman service, who will review your case independently. The service is free, independent and impartial.

The Ombudsman will normally require you to have followed our own complaints procedure before reviewing your case. Following stage 3 of our complaints procedure, you will be advised which Ombudsman service to use.

You can contact the **Housing Ombudsman Service** at:

Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN

Tel: 0300 111 3000 Minicom: 020 7404 7092

Fax: 020 7831 1942 Email: info@housing-ombudsman.org.uk

www.ihos.org.uk

OR

You can contact the **Local Government Ombudsman** service at:

The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH

Tel: 0300 061 0614 Fax: 024 7682 0001

www.lgo.org.uk

Further information

You can contact us for further information on making complaints. A copy of our full policy and procedure is available on request and can also be found on our website.

If you want further advice on making a complaint there are a number of other individuals and agencies that may be able to help. These include, the Citizens Advice Bureau or other independent advice agency, your local MP or Councillor or the Tenants Services Authority.



Adactus Housing Association is a charitable housing association regulated by the Tenant Services Authority no. LH0131.

Registered under the Industrial and Provident Societies Act 1965 no. 16668R.
Our registered office is Adactus Housing Association Ltd, Turner House, 56 King Street, Leigh WN7 4LJ.