

the 3 C's compliments, comments & complaints

we welcome all complaints! we believe that all complaints, compliments and comments should be treated in a positive way as it assists the organisation in its aim of continuous improvement



compliments, comments & complaints

At Ashton Pioneer Homes we value all forms of feedback from customers and stakeholders. We believe that all complaints, compliments and comments should be treated in a positive way as it assists the organisation in its aim of continuous improvement. Complaints in particular, should be viewed as a valuable source of information which enables Ashton Pioneer Homes to learn from mistakes and improve services.

We actively promote our policy to ensure that any person that wishes to complain, comment or compliment services can do so in a way which is accessible and reassuring. You will find our C Cards in our reception and also in our communal areas.

We are committed to ensuring fairness and equality with staff that operate with professionalism, integrity and openness. It is the aim of the organisation to ensure that policies and procedures do not disadvantage customers or stakeholders in accordance with our equality and diversity policy.

This leaflet explains how you can make a complaint, compliment or comment. It also contains information on how you can obtain further advice to resolve any complaint you may have about the services that we provide.

Comments and Compliments

We like to encourage our customers to give us feedback on the services we provide at every opportunity. If you have a comment please complete the C Card attached to this leaflet and let us know your suggestion for improvement. All suggestions for improvement are passed to our Director of Housing Services on a monthly basis for consideration.

We also want you to let us know when we are doing things right so we can learn from the areas where our services are working well. If you would like to pay us a compliment please complete the C Card at the back of this leaflet and help us build on our successes.

Who Can Complain?

Our Complaints procedure is open to everyone who receives or requests a service from Ashton Pioneer Homes and to people who are acting on their behalf.

What is a Complaint?

A complaint is an expression of dissatisfaction by a customer or a stakeholder of the organisation. This will usually be concerning something the complainant considers Ashton Pioneer Homes has done wrong or failed to do right, or if our standard of service is not satisfactory. The type of issues we would normally treat as complaints are:-

- If staff or Contractors for Ashton Pioneer Homes are unhelpful or discourteous.
- If you are unhappy with our policies or practices.
- If we fail to fulfil our contractual and statutory responsibilities.
- If there is unreasonable delay responding to your enquiry.
- If we fail to provide a service to maintain reasonable standards or quality of service.

Complaints – How Can I Make a Complaint?

Informal Complaint

Day to day problems and queries should be brought to the attention of the Customer Services Team, your Housing Officer, the Maintenance Manager or the Neighbourhood and Estate Services Teams. In most cases we will be able to resolve problems at this stage. However, if you are still not satisfied with the way your complaint has been handled or the outcome, then you can make a formal complaint.

Formal Complaint

If you wish to make a formal complaint, speak to any member of staff or write to the Customer Services Team Leader, or complete and return the C Card attached to this leaflet. Please remember to tell us what you want us to do to put things right. We promise to respond to you within 5 working days.

If you are not happy with the response or if we don't do what we say we will do to put things right, you can ask for a review by the Director of Housing Services. You will receive a full response within 5 working days. The Director of Housing Services may wish to discuss the matter further with you before replying. Please note that we will treat as a Stage Two complaint if we receive your appeal within 21 days of your initial complaint.

If you are not happy with the response, or if we don't say what we will do to put things right, you should write to the Chief Executive Officer, who will arrange an appeal hearing. The appeal will be carried out by the Chief Executive Officer and two members of the Company Board, nominated by the Chair of the Board and one of which will be a Tenant Director. You will receive a date for your hearing within 10 working days. We will treat this as a Stage 3 complaint if we receive within 21 days of your Stage 2 reply.

If you are still not satisfied and/or believe you have not been treated fairly you can contact the Independent Housing Ombudsman.

■ The address is:

The Independent Housing Ombudsman
Norman House
105 – 109 The Strand
London
WC2R 0AA

You can also get independent help from the following:-

Your Local Councillor
Citizens Advice Bureau
A Solicitor
Your Member of Parliament
Housing Aid or Advice Centre



Ashton Pioneer Homes Ltd
Margaret House, Margaret Street, Ashton-Under-Lyne OL6 7TH
tel 0161 343 8128 **fax** 0161 343 6420 **text** 0762 480 2412
email aph@ashtonpioneerhomes.co.uk **web** www.ashtonpioneerhomes.co.uk