



## Guide to making complaints and giving us feedback

**We welcome all feedback! 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.**



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## Learning from your complaint

We believe Complaints are vital to help us improve the way we do things. That's why we review every complaint to see if we can learn from them.

## Compliments and Comments

We like to encourage our customers to give us feedback on the services we provide at every opportunity. If you have any compliments or comments please let us know.

We 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 do and help us build on our successes.

## How to contact us

**Call us: 0161 343 8128** Lines open every day 9am - 5pm except Wednesdays when we close at 3pm for staff training.

Write or visit us: reception open every day 9am - 5pm except Wednesdays when we close for staff training at 3pm.

Email: [aph@ashtonpioneerhomes.co.uk](mailto:aph@ashtonpioneerhomes.co.uk)

Web: [www.ashtonpioneerhomes.co.uk](http://www.ashtonpioneerhomes.co.uk)

Facebook: [www.facebook.com/ashtonpioneer](http://www.facebook.com/ashtonpioneer)

Out of Hours: 0161 339 9377

## A guide to making a complaint...

We aim to provide a high quality service to all our customers. However, we know things don't always work out and we need you to tell us when this happens. We want to put things right so that you are satisfied.

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.

This guide explains how the Complaints and Feedback process works. It also contains information on how you can obtain further advice to resolve any complaint you may have about the services that we provide.

## What is a complaint?

We define a complaint as an expression of dissatisfaction by a customer or a stakeholder about action, lack of action or about the standard of service received.

You might tell us you're unhappy because we have:

- Provided poor service or a poor job
- Delayed responding to your enquiry
- Failed to do something we promised to
- Treated you badly

## Who can complain?

Anyone can complain who is unhappy either with us, our contractors or partners working on our behalf. We will also accept complaints from someone acting on your behalf.

## How do I complain?

We are happy to receive your complaint in the method that suits you best. You can call, write, email, visit us in person, on line, via Facebook or request a C Card from us. Details of how to contact us are on the back of this leaflet.

## Informal Complaints - Stage 0

Day to day problems and queries should be brought to the attention of any member of our front line staff. In most cases we will be able to resolve the problem 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.

## How our Formal complaints process works

### Stage 1

Tell us about your complaint, if we can't resolve it there and then we will send you an acknowledgement letter advising you the timescale of when you will receive a full reply.

Even if your complaint is about one of our Contractors, please let us know and we will investigate according to our standards.

If you're not satisfied with our response you can refer to Stage 2, where one of our Directors will review the complaint.

### Stage 2

If you're not happy with the response or if we don't do what we say we will to put things right, you can ask for a review from a Director. We will acknowledge your complaint and we will tell you when you will receive a full reply. If there is going to be a delay we will contact you to let you know. Please note that we will treat your complaint as a Stage 2 if we receive your appeal within 21 days of your Stage 1 response.

### Stage 3

If you're not happy with the response from your Stage 2 Complaint your complaint will be reviewed by the Chief Executive and we will arrange an appeal hearing for you to attend. The appeal will be carried out by the Chief Executive and two members of the Company Board, one of which will be a Tenant Director. We will notify you of your Hearing Date and we will confirm the outcome of your complaint in writing.

If you are unhappy with the outcome of this and you are an Ashton Pioneer Homes tenant, you can either:

- Refer your case to a 'designated person'; or
- Wait 8 weeks and refer the matter directly to the Housing Ombudsman

A designated person can be either an MP, local councillor or a tenant panel recognised by Ashton Pioneer Homes for this role. They will try to resolve the complaint themselves or may decide to refer it to the Housing Ombudsman. If the designated person refuses to try and resolve it or refer it, you can contact the Ombudsman directly at 81 Aldwych, London, WC2B 4HN. Tel: 0300 111 3000. For more information and help and guidance with your complaint you can visit the website at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)