

This is an easy read guide to compliments, complaints and comments about **Progress Housing Group's** services



This leaflet tells you what to do if you think we are doing something well.

This is called a compliment.



This leaflet also tells you what to do if you are not happy in your home.

This is called a complaint.



This leaflet also tells you what to do if you think we could do something better.

This is called a comment.

What to do if you want to tell us that you are happy



You can tell us when you think we are doing **something well**.

You can also tell us if you think of a way that we can **make our services better**.

You can do this by:

- **Telephone:** 03333 204555
- **Email:** enquiries@progressgroup.org.uk
- **Website:**
www.progressgroup.org.uk/feedback
- **Web chat:** www.progressgroup.org.uk
- **Write:** Progress Housing Group, Sumner House, 21 King Street, Leyland, Lancashire PR25 2LW
- **In-person:** talk to your Housing Officer or your Involvement Team

What to do if you want to tell us that you are not happy



We want to know if you feel that:

- We did something wrong.
- We did something that you think we should not have done.
- We have not done something that you think we should have done.



You can make a complaint by:

- **Telephone:** 03333 204555
- **Email:** enquiries@progressgroup.org.uk
- **Website:**
www.progressgroup.org.uk/feedback
- **Web chat:** www.progressgroup.org.uk
- **Write:** Progress Housing Group,
Sumner House, 21 King Street, Leyland,
Lancashire PR25 2LW
- **In-person:** talk to your Housing Officer
or your Involvement Team

What will happen if you make a complaint?



We will look at your complaint.

We will contact you within five working days to tell you what we will do next.

You can tell us how you would like us to contact you by telephone, by email or by letter.



We will listen to what you are telling us and show you how we will try to make things better.

What happens if you are not happy with what we say about the complaint?



Housing
Ombudsman Service

Local Government &
Social Care
OMBUDSMAN

You can ask us to look at your complaint again.

We will do this and will contact you by letter or email within ten working days.

If you are still not happy, you can ask someone else to speak with us about your complaint.

You can do this by asking a Member of Parliament (MP) or Councillor.

There are also two Ombudsman services that you can speak to.

Housing Ombudsman Service

PO Box 152

Liverpool

L33 7WQ

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

The Local Government and Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

Telephone: 0300 061 0614

Website: www.lgo.org.uk

Compensation and goodwill payments



We will always try to give you a good service.

However, if you have problems because of our service and it is not your fault we may offer you compensation or a goodwill payment.

Compensation is usually money or a voucher.

If we think you should get compensation, we will talk to you.

Thank you for reading this leaflet.

We hope you will keep giving us feedback so we can use it to make our services better for all of our customers and tenants.

