

How to tell us what you think





This leaflet tells you:

- **What to do if you are not happy with the service we give you**
- **How to let us know if you are pleased with the way we have done something**

If you would like this leaflet in another language or format (such as large print, audio or Braille) or if you require the services of an interpreter, please phone your supported housing officer on 0333 320 2675.



اس اشاعت کی نقل اگر آپ کو کسی دیگر زبان یا شکل
(فارمیٹ) میں چاہئے، یا اگر آپ کو ترجمان (انٹرپرائٹر)
کی خدمات درکار ہوں تو برائے مہربانی کسٹمر سروسز سے
فون نمبر 0333 320 2675 پر رابطہ کریں۔

Jeśli chcieliby Państwo otrzymać tę publikację w innym języku lub formacie (na przykład dużym drukiem, w wersji dźwiękowej lub brajlem) albo potrzebują Państwo usługi tłumacza, prosimy o zatelefonowanie do Biura Obsługi Klienta pod numer: 0333 320 2675.



RWP is your landlord. We either own or manage the property you live in. You pay rent to us to let you live in your home. In return we try to make sure that we do what we should do, such as:

- Keeping your home in good repair
- Letting you enjoy your home in peace
- Decorating any internal areas of your home that you share with other tenants

If you feel that we have not given you a good service then you have a right to make a complaint. Making a complaint means telling us about something we have done, or not done, that has made you unhappy.

Telling us about the things we have done well and those we have done badly is called 'feedback'. This helps us to improve our service in the future.



You may want to tell us about something we have done for you that has pleased you. This is called giving a compliment. If you want to tell us about something we have done well for you, then please contact your supported housing officer (see back page for our contact details).

When should I tell you if I am not happy about something?

You should make a complaint if you feel we have:

- Not done something we should have
- Treated you unfairly or impolitely
- Done something we should not have done
- Done something badly



This feedback procedure does not cover:

- Anti-social behaviour
- Neighbour nuisance and disputes

If you have a complaint of this type, please contact your supported housing officer. See the back page of this leaflet for how to get in touch.

If you have a complaint about the support you receive you should contact your support provider's main office or your local Social Services.





Who can complain?

You, as the tenant, or anyone else can complain if you are unhappy with our service. You may want someone to help you to make your complaint. This could be a friend, a relative, a support worker or any other person acting for you.

What is a complaint?

Some people just want to have a chat with us about their problem either by telephoning us or talking to us face-to-face.

If you feel strongly that there is something we have not done or done badly you may want to make a complaint.

We will still listen to you and make a record of what you say. We will then try to put right where we can do so.



How do I make a complaint?

If you choose to make a complaint you can do this in whatever way is easiest for you.

There are a number of ways you can make a complaint. You can:

- Telephone our offices on 0333 320 2675, Monday to Friday, 8am to 6pm
- Email us at RWPenquiries@progressgroup.org.uk
- Fill in a form on our website at www.residewithprogress.org.uk/feedback
- Web chat: www.residewithprogress.org.uk, Monday to Friday, 8am to 5pm
- Write to:
RWP
Sumner House
21 King Street
Leyland
Lancashire
PR25 2LW
- In-person: talk to your supported housing officer or your involvement team.





What happens next?

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 if I am still not happy?

If you are still not happy with what we say about your complaint, 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.



Lined writing area for notes.



RWP

Sumner House, 21 King Street,
Leyland, PR25 2LW



Telephone: 0333 320 2675



Email: RWPenquiries@progressgroup.org.uk
Website: www.residewithprogress.org.uk



ResideWithProgress



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