

# HOW TO MAKE A COMPLAINT



## Complaints

We are committed to giving you a good service. However, we don't always get it right.

We will always try to put right any failures of our service straight away and without you having to make a formal complaint. We are sorry if you do need to make a complaint, but we aim to learn from any mistakes we have made. We will try to put it right for you and everyone else.

## Compliments

If you are happy with the service you have received from us we would like to hear about it. This helps us to know what you appreciated and to keep on doing it.

## How to make a complaint

You can tell us your complaint or compliment **very easily** by:

- Coming to our offices
- Phoning our Head Office on 020 8255 5220 and speaking to one of our staff
- Completing the form with this leaflet
- E-mailing us the complaints form on our website

Use whichever method is easiest for you. We will acknowledge your complaint within 5 working days.

There are three stages to Reside's complaints process but we do hope that you will not need to use all 3 stages. We do try to resolve all complaints at stage 1 of the process.

### Stage 1

At Stage 1, a Manager will investigate your complaint and write to you with a full reply or holding reply, within 5 working days. If this first letter is a holding reply, a full reply will be sent within 10 working days of the holding reply.

If you think that the Stage 1 reply from Reside does not fully resolve your complaint, please tell us what the remaining problem is. You can request that your complaint is moved to Stage 2. You need to tell us this within **3 weeks** of receiving the Stage 1 reply letter.

## **Stage 2**

At Stage 2, a Senior Line Manager or Director will review your complaint and write to you within 5 working days. If this letter is a holding reply, a full reply will be sent within 10 working days of the holding reply.

Again, if you think that the Stage 2 reply from Reside still does not fully resolve your complaint, please tell us what the remaining problem is. You can request that your complaint is moved to Stage 3. You need to tell us this within **3 weeks** of receiving the Stage 2 reply letter.

## **Stage 3**

At Stage 3, you will be invited to put your complaint in writing to the Chief Executive and to attend a personal hearing (if you wish) before a Complaints Panel to present your complaint. If a personal hearing is requested, this will be arranged no later than 4 weeks from your request depending on everyone's availability. The Panel will normally be the Association's Chief Executive and two Board members. You can also ask for the Tenants' Representative from Reside's Board of Management to be on the Panel. You may bring a friend or representative with you. The Panel will write to you with their decision within 2 weeks of the personal hearing.

If you do not request a personal hearing, the Panel will consult with you and with the staff and with anyone else they think may help. The Panel will write to you with their decision no later than 4 weeks of receiving the Stage 3 complaint.

If you think that the Panel's decision has still not resolved your complaint and you are either a tenant, leaseholder or housing applicant of the Association, you can refer your complaint to the 'Designated Person' who will try to put things right in whichever way they think may work best.

If you think that the Designated Person's decision has still not resolved your complaint, you can refer your complaint to the Housing Ombudsman Service. The Ombudsman provides a free and independent service to tenants and will investigate your complaint. The service is entirely independent of Reside. However, the Ombudsman will not consider your complaint until you have completed all three stages of Reside's complaints process and referred your complaint to the Designated Person.

## Useful Contacts

### **The Housing Ombudsman Service** (independent organisation)

81 Aldwych

London WC2B 4HN

Tel: 0300 111 3000

Fax: 020 7831 1942

Minicom: 020 7404 7092

E-mail: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Website: [housing-ombudsman.org.uk](http://housing-ombudsman.org.uk)

This service is free to use but **the Ombudsman will not accept any complaint unless you have been through Reside's Complaints Procedure first.**

### **Other people who may be able to help you**

Citizens Advice Bureau

Housing Advice Centres

Law Centres

Independent Mediation Service

Your local MP or Councillor

## Contacting Reside Housing Association

### **Head Office**

Mason House

18 Lower Teddington Road

Hampton Wick

Kingston-upon-Thames

KT1 4EU

Tel: 020 8255 5220

Fax: 020 8255 7723

### **E-mail**

[enquiries@residehousing.com](mailto:enquiries@residehousing.com)

### **Website**

[www.residehousing.com](http://www.residehousing.com)

## Reside Housing Complaints and Compliments Form

If you prefer to write down your complaint or compliment, please complete and return this form to our Head Office address as above.

### **Your details:**

Title:                      Forename:                      Surname:  
Tel no (home):                      Tel no (work):  
Tel no (mobile):  
Address:  
Post code:  
E-mail address:  
Taken by:

### **Details of complaint/comment/compliment:**

(Continues overleaf - please attach a separate sheet if required)