

SERVICE STANDARD: Customer Feedback



We value customer feedback and our commitment is to ensure that all our residents have a stronger voice to influence decisions and challenge us as landlord. We are committed to consistently provide an excellent service to all of our customers. However, we recognise that there are times when our service fails to meet the high standards we have set.

We have in place a mechanism to enable customers to provide Compliments, Comments & Suggestions or to raise a Complaints for a service we have provided.

COMPLIMENTS, COMMENTS & SUGGESTIONS:

A **compliment** is a polite expression of praise, admiration or gratitude about a service, contractor or member of staff. It's great when customers let us know what we are doing well, as we can learn and share best practice across YHG.

A **comment** or **suggestion** is a remark expressing an opinion, reaction or an idea for consideration. We have a strong reputation around involving our customers in shaping services and improving neighbourhoods as we value customer views and understand, our customers are at the heart of everything we do.

COMPLAINTS

A **complaint** is defined as “an expression of dissatisfaction, however made, about the standard of service, action or lack of actions by us or our contractors”.

OUR COMPLAINT STAGES

'Put things right' - Informal Stage - If you aren't happy with the service you've received our priority is to 'put things right' as quickly as possible. Our first step on receipt of your complaint is to find a quick and effective solution to resolve this within 2 working days.

'Investigation' - Formal Stage 1 - If we are unable to 'put things right' within 2 days or your complaint is more complex, we will conduct an investigation to ensure we can resolve this within 10 working days.

'Escalation' - Formal Stage 2 - If you are not satisfied with the outcome of your complaint after formal 'investigation', you can ask for your complaint to be reviewed. We aim to resolve complaint escalations within 15 working days.

HOW TO CONTACT US:

We have a variety of ways to enable customers to provide us with their views or feedback;

1. **Online** – via our Your Home HUB customer portal, or by completing [our online form](#)
2. **Mail** – by writing to us at Your Response, PO Box 593, Preston, PR2 2WU.
3. **Telephone** - By calling Your Response on 0345 345 0272.
4. **Face to face** – e.g. in person, to a member of staff or at of our offices if you need assistance in raising your complaints.

'Put Things Right'

Once you raise an informal complaint we will:

- Aim to resolve and close informal complaints within 2 working days.
- Consider if the complaint needs to move to 'Investigation' *Formal Stage 1* if we are unable to resolve it within 2 working days.

'Investigation'

Upon receipt of your formal complaint we will:

- Acknowledge receipt of the complaint within 2 working days, detailing the name of the person who will be dealing with the complaint.
- Discuss with you the nature of the complaint and desired outcome.
- Investigate actions required to resolve the complaint and advise of any timescales involved
- Provide you with a formal response, which could be a letter or email, to briefly outline the nature of your complaint and any further information regarding actions to be taken to 'resolve' your complaint, within 10 working days.
- When we close your complaint, we will provide you with a final formal response. which could be letter or email outlining our investigation and details of how to request a review if you are not satisfied with the outcome.

'Escalation'

Upon receipt of your complaint escalation we will:

- Assign your complaint to an appropriate senior member of staff who was not involved in the original complaint.
- Complete a further investigation to consider carefully the formal complaint outcome discussed with you.
- Provide you with a resolution to your complaint within 15 working days.
- When we close your complaint, provide you with a formal response, which could be a letter or email. This will briefly outline the reasons for your dissatisfaction and outstanding concerns. It will also detail any investigation or further actions taken and if you remain dissatisfied, details on how to refer your complaint to the Housing Ombudsman.

TIME LIMIT FOR MAKING COMPLAINTS

A complaint will be considered if it is made within 6 months after the point at which the issue became known to the complainant. This is because complaints that involve issues that happened more than six months previously, are often difficult or impossible to investigate in a prompt, full or fair manner.

However, the decision whether or not to consider the complaint will be made on a case by case basis. Possible reasons for accepting the complaint, beyond the six-month time limit are:

- The complainant had good reason for not making the complaint within the time limit.
- It is still possible to investigate the complaint effectively and fairly to all parties involved.

OMBUDSMAN COMPLAINT

If you remain dissatisfied, you can refer your complaint to the Housing Ombudsman.

There are 2 ways you can do this:

1. Through a 'designated person'. This can be an MP or Local Councillor who may help to resolve the complaint directly or refer the complaint to the Housing Ombudsman on your behalf.
2. Alternatively, you may approach them yourself in writing to: Housing Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9GE or contact them on telephone number 0300 111 3000

HOW WE WILL MEASURE THIS:

Through our performance:

1. 100% of complaints 'RESOLVED' within agreed timescales.

Through customer satisfaction surveys

2. Satisfaction with the outcome of the complaint.
3. Satisfaction with how the complaint was handled.