



# Service Standards

## Customer feedback

**We value all feedback from our customers and use this to continually improve the services that we offer. We are committed to providing a consistently excellent service for all and in line with the Housing Ombudsman's dispute resolution principles, by being 'fair, putting things right and learning from outcomes.' These principles can be found within their Complaints Handling Code. We record all feedback, and this is managed by the Complaints & Customer Feedback Team.**

### What will we do for you...

- We will consider a complaint within twelve months of the person affected by the complaint becoming aware of the issue. This time frame is in place because it is often difficult, if not impossible, to properly investigate an issue in a fair manner when more than twelve months has passed.
- We will assess complaints on a case-by-case basis and look at the possible reasons to investigate a complaint beyond six months.
- **Service Requests** - When we receive your enquiry or feedback, we will determine within two working days, whether it is something that can be put right quickly and effectively. If this is the case, it will be classed as a service request.
- For service requests, we will speak to you on the phone and offer a resolution, without formally acknowledging or responding in writing, unless otherwise requested. You will be given a name and contact details should you need anything further.
- **Formal Stage One** - When we receive your formal complaint, we will acknowledge you within five working days.
- Your complaint will be allocated to an appropriate colleague who will aim to contact you within a further two working days to discuss your complaint and how a resolution can be found.
- We will thoroughly investigate what we can do to resolve the complaint and we'll get in touch again within 10 working days with a formal response. This will outline your complaint, our actions already taken, or our proposed actions, and this will include the time frame for this to be completed.
- If you remain unhappy with our proposals, you will then be informed about how you can escalate your complaint to the next stage.
- **Formal Stage Two** - If you remain dissatisfied with the outcome of your complaint after Formal Stage One, you can request for your complaint to be escalated to Formal Stage Two at which point a review will take place by a senior manager/head of service.

- We will acknowledge receipt of your complaint within five working days and provide you with a date for when a formal response will be provided.
- We will again assign your complaint to an appropriate senior colleague who was not involved in the original complaint and carry out further investigation into the issue and what has been done before.
- Within 20 working days, we will offer you a resolution and this will outline the reasons for your escalation, outstanding concerns and provide a detailed investigation response.
- Should you remain dissatisfied, you will be provided with details about how to refer your complaint to the Housing Ombudsman for an independent review.

## All we ask of you in return is...

- That you provide us with as much detail as possible including times and dates where appropriate.
- That you let us know if you need any additional support so that we can respond to you in the most appropriate way for you.

## We will know we are getting this right by...

By measuring against the two Tenant Satisfaction Measures (TSMs) that relate to complaints:

- Complaint relative to the size of the landlord
- Complaints responded to with Complaint Handling Code timescales

Customer complaints  
satisfaction surveys

## Housing Ombudsman Service

The Housing Ombudsman service looks at complaints about housing organisations that are registered with them. It is a free, independent and impartial service who you can contact at any time for support with resolving a dispute that you may have with us.

Website [www.housing-ombudsman.org.uk/contact-us/](http://www.housing-ombudsman.org.uk/contact-us/)  
Email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Call 0300 111 3000  
Write to Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET