



CUSTOMER COMPLAINTS

SERVICE STATEMENT



Our complaints procedure has three stages:

STAGE 1

WHAT YOU SHOULD DO:

- If there is anything about our service that you are not happy with, please contact any member of staff. You can use the telephone, send us an email or letter, fill in one of our complaint forms, or call in to our offices and talk to somebody in person. Most problems can be dealt with on the spot and, if the person you speak to cannot help, they will find a member of staff who can.
- You can also make your complaint through your local tenants' or residents' association or talk to the Citizens' Advice Bureau if you prefer.
- When we log your complaint we will give you a reference number that relates specifically to your complaint, which you should use in any further correspondence with us concerning this complaint. You will also be given the name of the person who is responsible for dealing with your complaint.

WHAT WE WILL DO:

- We will record your complaint on our database. If your complaint is about the conduct of a member of EHA staff the details will be held by our Office Manager on a confidential file.

- If your complaint relates to our repairs or maintenance services or involves a third party, we may need to share your details with our contractors or other carefully selected partners in order to resolve the complaint.
- EHA will never share your personal information, obtained through the complaints process for marketing purposes.
- We will try to resolve your complaint as quickly as we can. We will contact you within 10 working days to inform you of the outcome. If we have not been able to resolve the complaint by this time we will advise you on how the matter is progressing and will let you know how soon we will be able to provide a full response.
- We will write to you to let you know the outcome of our investigations.

STAGE 2

WHAT YOU SHOULD DO:

- If you are not happy with the response you receive at **Stage 1** you must let us know within four weeks of receipt of our letter.
- You should appeal to the director responsible for the service you are complaining about. You can do this by telephone, in writing, or by email, or you can make an appointment to meet the director.

WHAT WE WILL DO:

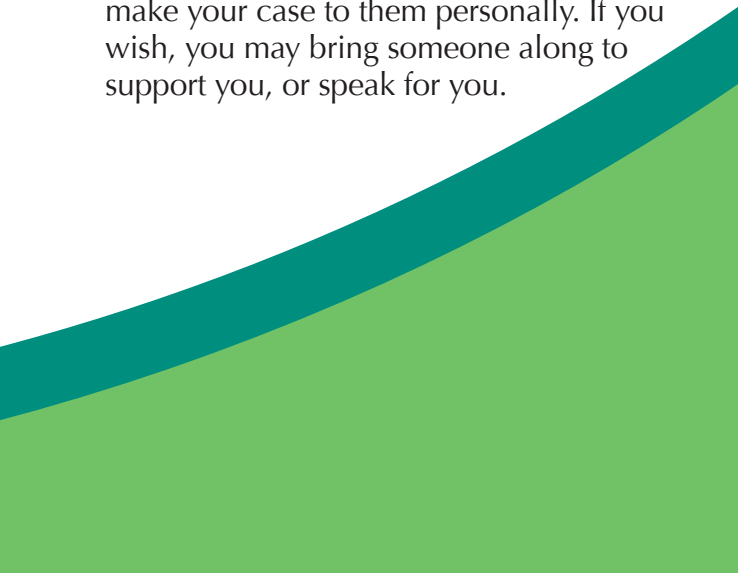
- The director will look into your complaint and any action we have taken, and will write to you within 7 working days with a decision. The Chief Executive will be informed and may be consulted regarding any decisions made at this stage.


STAGE 3

WHAT YOU SHOULD DO:

- If you are not happy with the response you receive from the director at **Stage 2** you must let us know within four weeks of receipt of our letter.
- You should write to the Chief Executive, requesting that the Board Member Complaints Panel look into your complaint.

WHAT WE WILL DO:

- The Chief Executive will prepare a report for the Panel, who will meet within 28 days of receipt of your letter of appeal.
 - You may attend the meeting of the Panel to make your case to them personally. If you wish, you may bring someone along to support you, or speak for you.
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- The Board Member Complaints Panel will make their decision within 2 working days and you will be informed as soon as possible.
 - The decision of the Board Member Complaints Panel will be final and is considered to be the end of Eden Housing Association's complaints procedure.
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- A decorative graphic consisting of a diagonal line that divides the page into two triangular sections. The upper-left section is white, and the lower-right section is a solid light green. A darker teal band runs along the diagonal line.

If you have followed our full complaints procedure through to the end and you are not satisfied with the response you receive at **Stage 3**, you have the right to appeal to:

Housing Ombudsman Service

81 Aldwych, London WC2B 4HN

Tel 020 7421 3800

Lo-Call 0845 7125 973

Minicom 020 7404 7092

Fax 020 7831 1942

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

Leaseholders can also seek advice and guidance from:

LEASE (The Leasehold Advisory Service)

31 Worship Street, London EC2A 2DX

Tel 020 7374 5380

Fax 020 7374 5373

Email info@lease-advice.org

**CONTINUOUSLY IMPROVING
OUR SERVICE**

We work together with our customers to:

- agree our targets for improving our service
- measure and monitor our performance against these
- communicate the results to our customers and staff

We hope that you will be happy with the service we provide but understand that, despite our best efforts, we sometimes make mistakes. If you wish to make a complaint about any aspect of our service please follow the procedure set out in this leaflet.



OTHER FORMATS, OTHER LANGUAGES


We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Lãngüagê Liñè



Eden Housing Association Ltd

Blain House, Bridge Lane,
Penrith, Cumbria CA11 8QU

tel: 01768 861400 fax: 0870 0511685

email: enquiry@edenha.org.uk

www.edenha.org.uk

freephone repairs helpdesk: 0800 3581401

freephone housing hotline: 0800 1833948