



CUSTOMER FEEDBACK

SERVICE STANDARDS



Complaints

We want to provide high quality affordable housing and customer service that you are happy with. However, we know that sometimes things go wrong. When a problem arises we will do everything we can to put it right.

We record and monitor complaints to make sure that we sort out problems as quickly as possible so that they don't happen again.

As a tenant you might find you are dissatisfied with:

- The time it has taken for us to respond to you.
- The quality of a service we have provided.
- The way our policies have been applied.
- The information we have used when reaching a decision or taking action.
- The way a member of staff has spoken to you.

HOW TO MAKE A COMPLAINT

If you want to make a complaint please contact a member of staff. You can:

- Visit our offices in person.
- Ring us on 01768 861400
- Send an email to **enquiry@edenha.org.uk**
- Write to us at Blain House, Bridge Lane, Penrith. CA11 8QU
- Fill in our online complaints form at **www.edenha.org.uk**

WHAT WE WILL DO

We will try to put the problem right as quickly as we can. When we receive a complaint we will:

- Investigate your complaint. If your complaint involves a third party e.g. a repairs contractor, we may share your details with them to see what we can do to put things right. We will only share information with carefully selected partners.



Compliments and Comments

Our complaints process helps us to put things we have got wrong right. Sometimes you want to tell us about what we do well or how we can do things better in the future.

HOW TO COMPLIMENT US OR COMMENT ON OUR SERVICES

You can compliment us or make a comment on our services in the same ways as making a complaint.

WHAT WE WILL DO:

When we receive a comment or compliment we will:

- Record the details.
- Share the information with the staff concerned so we can congratulate them and share what they have done with others to improve the way we work.

- Record the details on our database and provide you with a reference number which we will use on any letters we send you about your complaint.
- Contact you within 10 working days to let you know what we have done to put the problem right. If it looks like we can't sort things out straight away we will let you know what we are doing.

WHAT HAPPENS IF WE CANNOT REACH AGREEMENT?

Eden Housing Association is a member of the Housing Ombudsman Service and if we cannot reach agreement with you through our internal procedures, we will write to you with our final response. We will set out our position with regards to your complaint and tell you how to contact the Housing Ombudsman Service.



How you can contact us

By Telephone

Monday to Friday between 9am and 5pm (9.30am on Wed)
01768 861400.

In Person

Visit the reception at Blain House, Penrith during office hours
or advise one of our officers visiting your estate.

By Post

Write to us at Blain House, Bridge Lane, Penrith CA11 8QU outlining
your complaint and if possible, let us have a telephone number where we
can contact you.

By email

Email us at enquiry@edenha.org.uk outlining your
complaint and if possible, let us have a telephone number
where we can contact you.

On our website

www.edenha.org.uk



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IN PEOPLE**