



## **Compliments, Complaints and Feedback Service Standard**

Providing excellent Customer Service is one of our main objectives. We aim to put the needs and aspirations of you, our customers, at the heart of everything we do. We view Compliments, Complaints and Feedback as a means of monitoring, maintaining and improving the level and quality of service we provide.

**You can make a Compliment, Complaint or provide Feedback in a number of ways:**

- Visit our offices in person
- Ring us on 01768 861400
- Send us an email to [enquiry@edenha.org.uk](mailto:enquiry@edenha.org.uk)
- Write to us at Blain House, Bridge Lane, Penrith CA11 8QU
- Fill in our online form at [www.edenha.org.uk](http://www.edenha.org.uk)

If you require assistance to use our service, we will do everything we can to help by:

- Providing advice and assistance about the process
- Providing information in other formats such as large print, braille and other languages
- Providing an interpreter

We will use the definitions detailed below to ensure that we provide a fair and consistent service to our customers:

- **Compliment** - an expression of gratitude or praise for a member of staff or service area.
- **Comment** – an area of strength or weakness, which can be used to continuously improve our services.
- **Service Request** – a request for service, such as a repair or the logging of an Anti-Social Behaviour incident, which has not previously been brought to our attention.
- **Expression of Dissatisfaction** – these will generally arise when the initial request for service has not been dealt with appropriately.
- **Formal Complaint** – is dissatisfaction with the actions, decisions or failure of our services after we have had the opportunity to put things right. The Formal Complaints process generally involves three stages. However, where circumstances make this impractical, a two stage process may be adopted.

We will try to put the problem right as quickly as we can. When we receive a Formal Complaint, we will provide you with a written acknowledgement, which will include the complaint reference number, name of the investigating officer and timescale for a response. After we have investigated your complaint we will provide you with a summary of our findings, any actions we propose to take to resolve the issues and details of how you can escalate the complaint if you are not satisfied.

If we cannot meet the timescales detailed below we will let you know the reason for this and provide you with a revised date for our response.

<b>Feedback Method</b>	<b>Assigned to</b>	<b>Timescale for completion</b>
<b>Compliments</b>	Relevant Manager	Compliments will be logged and passed to the appropriate manager as soon as they are received
<b>Comments</b>	Relevant Manager	Compliments will be logged and passed to the appropriate manager as soon as they are received
<b>Expressions of Dissatisfaction</b>	Relevant member of staff or appropriate team	5 working days
<b>Formal Complaint Stage 1</b>	Relevant Manager	15 working days
<b>Formal Complaint Stage 2</b>	Relevant member of the Executive Team	10 working days
<b>Formal Complaint Stage 3</b>	Complaint Panel comprising of 3 Board Members	A Board Member Panel will aim to meet within 28 days after the Stage 3 Complaint has been acknowledged

If we cannot reach an agreement with you through our internal procedures, we will tell you how you can refer your complaint to either a Designated Person or the Housing Ombudsman.