



## **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)
- Logging into 'My Account' of our Tenants Portal

In addition, we will accept Compliments, Complaints and Feedback from family members, local Councilors or any other advocate acting in your best interests (providing you have authorised them to do so).

If you require assistance to use our service, we will do everything we reasonably can to assist by agreeing adjustments to how we deliver our service, this could include (but is not limited to):

- Providing advice and assistance about the process
- Providing information in appropriate alternative formats such as large print, braille and other languages
- Providing an interpreter
- Providing a same sex interview
- Extension of time limits (where it is lawful to do so)
- Use of email or telephone in preference to hard copy letters
- Rest or comfort breaks in any meeting

We will not make assumptions about whether you require any reasonable adjustment or about what those adjustments might be. We will discuss your requirements to reach an agreement that best suits your individual needs.

## Definitions:

We define a complaint as:

*'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting a individual resident or group of residents'.*

We will use the following definitions to ensure that we provide a fair and consistent service to all of our customers:

- **Service Request** – a request for service, such as a repair or the logging of an ASB incident, which has not previously been brought to our attention
- **Follow Up Request** – these generally arise when the customer continues to have an outstanding query in relation to an earlier service request.
- **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
- **Formal Complaint** – an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents

We operate a 2 Stage customer focussed Formal Complaints process which ensures that you are given the opportunity to explain your point of view and the outcome you're seeking before a final decision is reached.

Our aim is to manage expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic, in addition we will not make promises that cannot be delivered or would cause unfairness to other customers.

We will provide all complainants with a written acknowledgement of their complaint including:

- the complaint stage and reference number
- our understanding of the complaint
- name of the investigating officer
- timescale for the response
- details of how to access the Housing Ombudsman's dispute support advisors throughout the life of the complaint
- a copy of our Service Standard

When responding to formal complaints we will:

- address all points raised and provide clear reasons for any decisions,
- acknowledge and apologise for any failures identified, inform of any changes made or actions taken to prevent the issues from happening

again

- contact you if the given timescales cannot be met, we will let you know when you can expect a response and provide an explanation for the delay
- provide details of how to escalate the complaint if you remain dissatisfied

The response provided to the Stage 2 Formal Complaint marks the end of the Eden Housing Association complaints process. Should you remain dissatisfied with our response you can refer to the Housing Ombudsman.

The table below demonstrates who will deal with Formal Complaints, the timeframe for response and how to escalate your complaint to the Housing Ombudsman if you remain dissatisfied.

<b>Stage 1 Formal Complaint</b> Timeframe for response - 10 full working days			
<b>General Complaint</b>	<b>Complaint relating to the behaviour of a member of staff</b>	<b>Complaint relating to the behaviour of a Director</b>	<b>Complaint relating to the behaviour of the Chief Executive or Board Member</b>
<b>Who will deal with the Stage 1 Formal Complaint?</b>			



<b>Appropriate Manager</b>	<b>Appropriate Manager (in consultation with HR if required)</b>	<b>Chief Executive (in consultation with HR if required)</b>	<b>Nominated Board Member</b>
<b>If the complainant remains dissatisfied escalate to Stage 2 Formal Complaint</b> Timeframe for response – 20 full working days			
<b>Who will deal with the Stage 2 Formal Complaint</b>			



	<b>Director of the Service</b>	<b>Nominated Board Member</b>	<b>Nominated Board Member</b>
<b>This concludes Eden Housing Association's Formal Complaints Process</b> If the complainant remains dissatisfied they can direct their complaint to the Housing Ombudsman			

**Housing Ombudsman** – If the complainant remains dissatisfied, they can refer to the Housing Ombudsman. Their aim is to deal with each complaint to find the best outcome for the individual circumstances.

Once the complaint has been received the Housing Ombudsman may:

- Work with the complainant and the landlord to resolve the dispute under their early resolution procedure. For example, using their experience of resolving complaints to make suggestions to the landlord and/or the customer
- Carry out an investigation - this generally takes place when the Housing Ombudsman decide an investigation is proportionate to the circumstances and evidence presented
- Refer the case to a different organisation if it is an issue that does not fall within the Housing Ombudsman's jurisdiction

**Further information relating to the Housing Ombudsman can be found obtained by contacting the Housing Ombudsman:**

- Tel: 0300 111 3000
- Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- Post: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ
- Online [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Phones lines are open 9.15 am – 5.15pm Monday to Friday (except public holidays).

Calls to and from 0300 111 3000 and direct dial lines of the Dispute Resolution Team are recorded for training and monitoring purposes.