

Other contacts for help and assistance

The 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



Local Organisations

Citizens Advice Bureau
The Cottage, Follaton House
Plymouth Road, Totnes.
01803 862392.



SOUTH DEVON RURAL
HOUSING ASSOCIATION LIMITED



NATIONAL HOUSING FEDERATION
member



INVESTOR IN PEOPLE



business for neighbourhoods

If you feel we have not met the standards set out in this leaflet, or if you are dissatisfied with any aspect of our service, please let us know. We take your feedback very seriously.

**South Devon Rural HA,
Forder Lane House,
Dartington,
Totnes. TQ9 6HT
Phone: 01803 863550**

E-mail: info@southdevonrural.co.uk

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SOUTH DEVON RURAL
HOUSING ASSOCIATION LIMITED

How to make a complaint

How to Complain

Here at South Devon Rural Housing we pride ourselves on trying to get it right first time. We want to make sure every effort is made to meet or exceed customer requirements. However, we recognise that on occasions we may fall short of our customers' expectations.

We treat customer complaints positively because these help us to improve our services to customers. We aim to learn from our mistakes when we do get things wrong.

What counts as a complaint?

We treat any expression of dissatisfaction about the Association, its staff or contractors as a complaint. If our customers are not happy about any of the services we provide we encourage them to make a complaint so we can investigate the cause of dissatisfaction.

What should I do to make my complaint?

We prefer to receive complaints in writing. However, we will respond to complaints which are made verbally, by e-mail or by messages left on our out-of-hours answer service.

If you prefer, a member of staff can call at your home to take details of the complaint. Confidentiality will be maintained at all times, according to your wishes.

What happens next?

Your complaint will be fully investigated by the most appropriate person. In the case of a complaint against a member of staff, that person's line manager will normally be the person who makes the initial investigation.

We aim to provide you with a full written response within 14 days. However, if the complaint is particularly complex and it is likely to take more than 14 days, we will write to you giving reasons for the delay and provide you with an estimate of how long we need to deal with your complaint. In any event we will seek to respond within a maximum of 28 days.

What can I do if I am not happy with the outcome

If you are not happy with the outcome of your complaint at this stage you can appeal to the Chief Executive. You should write to the Chief Executive giving reasons why you are not happy with the outcome of your original complaint.

The Chief Executive will investigate your complaint and respond fully in writing within 14 days. Any delays will be dealt with as at stage 1 above.

If you are still not satisfied you can move on to the next stage.

Stage 3

We hope that things do not get this far but if they do you can ask the Chief Executive to refer your complaint to the Appeal Panel. The Appeal Panel will be made up of at least three members of the Board of Management. If you wish to attend the Appeal Panel meeting you can, and you can bring a friend. The Appeal Panel will meet to consider your appeal and you will be informed of their findings, in writing, within 14 days.

Finally...

If, after moving through the 3 stages of our Complaints Procedure, the matter still remains unresolved you may contact the Housing Ombudsman Service. Contact details are given on the back page of this document. You must make the complaint to the Housing Ombudsman within 12 months of reaching the end of the Association's complaints procedure. Please note it is unlikely that the Housing Ombudsman will consider your case until you have been through all the stages of the Association's complaints procedure. However, you may complain to the Housing Ombudsman if you think the Association is taking too long to deal with your complaint, or the procedures are to difficult or inadequate.