

DARTINGTON
HOUSING ASSOCIATION
LIMITED

How to Make a Complaint



All you need to know

Small enough to care

Other contacts for help and assistance

The Housing Ombudsman Service
Norman House
London
WC2R 0AA

Telephone 020 7836 3630

Lo-call 0845 7125 973

Minicom 020 7240 6776

Fax 020 7836 3900

Email ombudsman@iohs.org.uk

Local Organisations

Citizens Advice Bureaux
The Cottage
Follaton House
Plymouth Road
Totnes
01803 862392

Here at Dartington 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 recognize that on occasions we may fall short of our customers expectations.

We react positively to customer complaints because these help us not to make the same mistakes over and over again. We aim to learn from our mistakes when we do get things wrong

What is 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 the any of the services we provide we encourage them to make a complaint so we can investigate the cause of dissatisfaction.

What do you need to do?.

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.

Stage 1

Your complaint will be fully investigated by the most appropriate person. In the case of a complaint against a member of staff, the member of staff's line manager 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?

Stage 2

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 as the Chief Executive to refer your complaint to the appeal body. The appeal body will be made up of at least three members of the Board of Management. If you wish to attend the appeal body meeting you can, and can bring a friend if you wish.

The appeal body will meet to consider your appeal and you will be informed of their findings, in writing, within 14 days.

If after moving through the 3 stages of our complaints 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 too difficult or inadequate.

DARTINGTON
HOUSING ASSOCIATION
LIMITED

Forder Lane House

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Totnes

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Email info@dartingtonha.co.uk

WWW.dartingtonha.co.uk

**Dartington Housing Association is an Exempt
Charity Registered with the Registrar of Industrial
and Provident Societies No 14949**

**Registered Office: Forder Lane House, Dartington,
Totnes. TQ9 6HT (England and Wales)**



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