



**Do you have a complaint, comment, or a compliment?**

## Tell us what you think, good or bad

Please tick whether you wish to make a complaint, compliment or a suggestion. Any information you give us will be treated as confidential. For information on our complaints procedure please see overleaf.

Complaint  Compliment  Comments

Tell us a bit more about it? (use a separate sheet if necessary)

What could we have done differently?

Your Name:

Address:

Tel:

Email:

Do you want a response?

Yes

No

**Thank you for your feedback, a member of staff will be in touch with you within 3 working days**

If you would like this document in another format or language, for example large print, Braille or On tape, please contact our customer services team

# SHS – Complaints and Comments

**Our aim is to provide exceptional homes and standards of service but sometimes things can go wrong and if that happens we'd like to hear about it so we can put things right.**

We can deal with complaints on an informal or a formal basis – sometimes you might just want to get something off your chest and make sure that we are aware of a problem but don't want to make a formal complaint but on other occasions you might feel that the problem is so serious that you want it formally recorded. You can use this form for both purposes or even to pay us a compliment if you think we have done something really well.

## What is a Complaint?

You might want to make a complaint if:

- We haven't followed our procedures
- You think that we have treated you Unfairly
- We haven't dealt with a problem that you have told us about
- Our staff or contractors have been rude to you or you think that their behaviour has been inappropriate
- You are not satisfied with the outcome of something that you have reported to us before
- We haven't given you an adequate service

## How to make a Complaint

- You can call our Customer Service Team on 01284 – 767224 and tell them what the problem is – remember to tell them if you want to make a formal complaint or just make a comment.
- You can email us with the details : [complaints@suffolkhousing.org](mailto:complaints@suffolkhousing.org)
- You can report it on line on our website : [www.suffolkhousing.org](http://www.suffolkhousing.org)
- You can fill in this form and send it back to us.

If you would prefer someone to make the complaint for you then that is OK but tell us beforehand so that we know that we and they have your permission to discuss the problem.

If you want to make a formal complaint we ask that you tell us about it within three months of the problem occurring – this is because the longer the delay, the harder it is for everyone to remember the details of what happened.

## The Complaints Process

**Stage 1** – when we get your complaint, our Complaints Officer will record it and send you a formal acknowledgement within 3 working days. We will tell you which member of staff has been asked to investigate it and give you a date within the next 7 working days when you can expect a response by. If the matter is complicated and it is likely to take more than 7 days to investigate we will let you know how much time we will need so you have a clear idea of when you will have received a response.

**Stage 2** – if you are unhappy with the response or the complaint wasn't resolved to your satisfaction you can appeal, ideally within six weeks of us giving you the decision, and it will be investigated by a different member of staff. The time scales for us to respond are the same as for stage 1.

**Appeal Panel** - if you are still unhappy with the outcome at the end of Stage 2 and you let us know within six weeks we will refer the matter to an Appeals Panel made up of Tenants Voice members and Board Members. We will let you know when the Panel will meet and you will be invited to attend and speak to them directly or to send someone on your behalf if you prefer. The Panel's decision is the final stage of our Complaints Procedure.

**Ombudsman** – if you feel that our internal procedure has not resolved your complaint to your satisfaction, you can take your complaint to the Independent Housing Ombudsman – you must have followed our internal procedure first and if you intend to appeal to the Ombudsman you must do so within twelve months of the final decision being made by the Society. The Ombudsman can be contacted by:

**Write to** 81 Aldwych, London, WC2B 4HN  
**Website:** [www.ihos.org.uk](http://www.ihos.org.uk)  
**Tel:** 0845 7125973  
**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Anonymous Complaints** – while we are happy for you to ask someone to make a complaint on your behalf, it is not practical in most cases for us to deal with anonymous complaints so we do ask that you give us contact details so that we can investigate the matter and let you know the outcome.

