

Suffolk Housing



Your Feedback

Have we done well or could we do better?

Help us by telling us!

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

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. On other occasions you might feel the problem is so serious that you want it formally recorded. You may also want 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 you have reported to us before
- we haven't given you an adequate service

How to make a complaint

There are several different ways you can make a complaint. You can:

- call our customer services team on **01284 767224** or email **corporateservices@suffolkhousing.org** and tell them what the problem is – remember to tell them if you want to make a formal complaint or just make a comment
- report it online on our website at **www.suffolkhousing.org**
- fill in this form and send it back to us

If you prefer, someone else can make the complaint for you on your behalf.

If you do want to make a formal complaint, please get in touch with us within three months of the problem occurring.

How the process works

Stage One

We will record your complaint and send you a formal acknowledgement within three working days of receiving it. We will tell you which member of staff will be investigating it and let you know when you can expect a response. This will be within the next ten working days.

If the complaint is complicated and likely to take longer to investigate, we will keep you informed as to when you will receive a response.

Stage two

If you are unhappy with the response or feel that the complaint wasn't resolved to your satisfaction, you can appeal and it will be investigated by a different member of staff. The timescales for us to respond are the same as for stage one.

The Housing Ombudsman Service

If your complaint is still unresolved, you can refer it to the Housing Ombudsman Service after a period of eight weeks. You can contact the service by:

- calling **0300 111 3000**
- writing to **81 Aldwych, London, WC2B 4HN**
- emailing **info@housing-ombudsman.org.uk**

For more information, visit **www.ihos.org.uk**

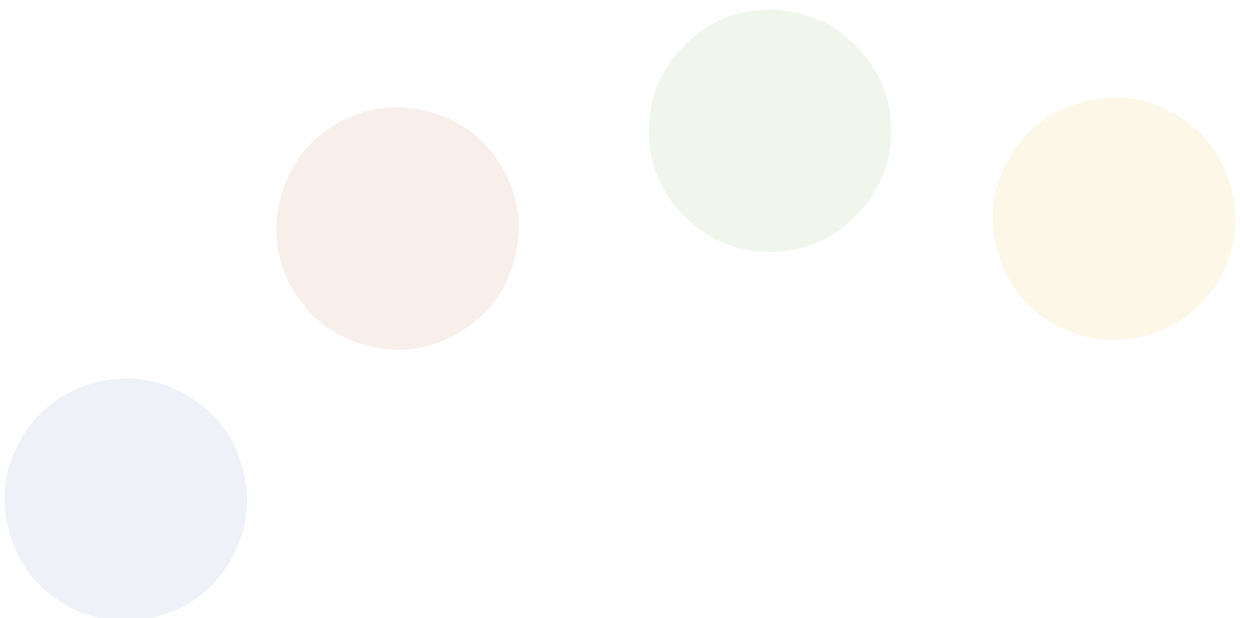
Further support

At any stage of the complaints process, you can ask for support from the designated tenant panel or person. The designated tenant panel is a group of independent tenants who will work with all parties to try and resolve the complaint, and a designated person is an MP or local councillor for the district in which you live.

You can contact the designated tenant panel or person through our customer services team on **01284 767224**. If the panel is unable to help, they may refer the complaint to the Housing Ombudsman Service.

Anonymous complaints

Although 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. We will ask for your contact details so that we can investigate fully and let you know the outcome.



Suffolk Housing

Tel: 01284 767224

Fax: 01284 701573

Email: corporateservices@suffolkhousing.org

Web: suffolkhousing.org

Old Mission House, St Botolph's Lane, Bury St Edmunds, Suffolk IP33 2AX



Have we done well or could we do better?

We're listening.

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

Tell us what you think, good or bad.

Please tick whether you wish to make a complaint, compliment or a comment. Any information you give us will be treated as confidential.

For information on our complaints procedure please see previous page.

Complaint

Comment

Compliment

Can you tell us a bit more about it? (use a separate sheet if necessary)

What could we have done differently?

Your name

Your address

Do you want a response?

Yes

No

Thank you for your feedback. A member of staff will be in touch with you within three working days of receiving your complaint.

If you would like this document in another format or language, such as large print, Braille or on tape, please contact our Customer Services team.

Please post to: (no stamp needed)

Suffolk Housing Limited
FREEPOST NAT 15786
Bury St Edmunds
Suffolk
IP33 2ZT