

Feedback, compliments and complaints

Your feedback is important to help us keep improving our services.

If you are impressed with the work of our team members then we would like to hear about it. We can use this feedback to share good practice across other teams.

We also welcome any suggestions you may have on how we can improve our existing services or introduce new services.

You can make comments and compliments by:

- Writing to us - our address is on the back of this handbook
- Emailing us at enquiries@ddh.org.uk

- Completing the form attached to the Compliments and complaints leaflet available from us
- Speaking to a member of our Customer Services Team, either in person at our office or over the phone. Our phone number is included at the back of this handbook.

Complaints

We aim to provide well-managed homes and efficient, quality and pro-active services to you.

However, we understand that sometimes things go wrong.

If you are unhappy with any aspect of our work or the work of our contractors, or think that we have failed to do something we should have done, we want to hear about it.

Your feedback is important to us, as it helps us identify where we need to improve. We monitor all complaints to make sure that we learn by our mistakes. Please be assured that you won't be treated any less favourably as a result of complaining.

You can complain if you think:

- We have failed to do something that we should have done
- We did something wrong or to a poor standard
- We have treated you unfairly or badly.

Please do not use the formal complaints procedure if you:

- Are asking for a service from us for the first time (for example, if your toilet is not flushing and you want it repaired)

- Want information about any part of our service
- Want to talk to us about a problem with your neighbour or another resident living on your estate. For more information about how we deal with anti-social behaviour, see page 99.

Our complaints procedure has four stages, described here.

Stage one

The manager responsible for the service will investigate your complaint and respond to you.

All complaints will be acknowledged within 24 hours of receipt. The manager responsible for the service will investigate your complaint and respond to you. A full reply will be provided within 10 working days. If there is

any delay in our response, we will inform you as soon as possible.

Stage two

If you are not satisfied with our initial response you can ask for the matter to be investigated by a senior manager.

Stage three

If you are still unhappy with our response, you can have the matter investigated by the board of Daventry & District Housing.

Stage four

You may contact the independent Housing Ombudsman. Please note the Ombudsman will normally only consider your complaint if it has been through our full complaints procedure first.

Their contact details are:

Housing Ombudsman
Service
81 Aldwych
London
WC2B 4HN

Telephone: 0845 7125 973

E-mail: info@housingombudsman.org.uk

Compensation

We see complaints as an important part of customer feedback and use them to improve services.

All complaints are treated as confidential and with urgency. Where a complaint is upheld, compensation may be offered in line with our policy. Compensation may also be considered if we have failed to deliver a service e.g. failed to complete a repair on time if you have provided reasonable access.

Sometimes things happen which are outside of our control and the result may be that we are not able to achieve our standards.

Compensation may not be payable if this is the case, e.g. because of poor weather conditions, delayed delivery of materials or where you have not given us access to your property to complete a repair.