

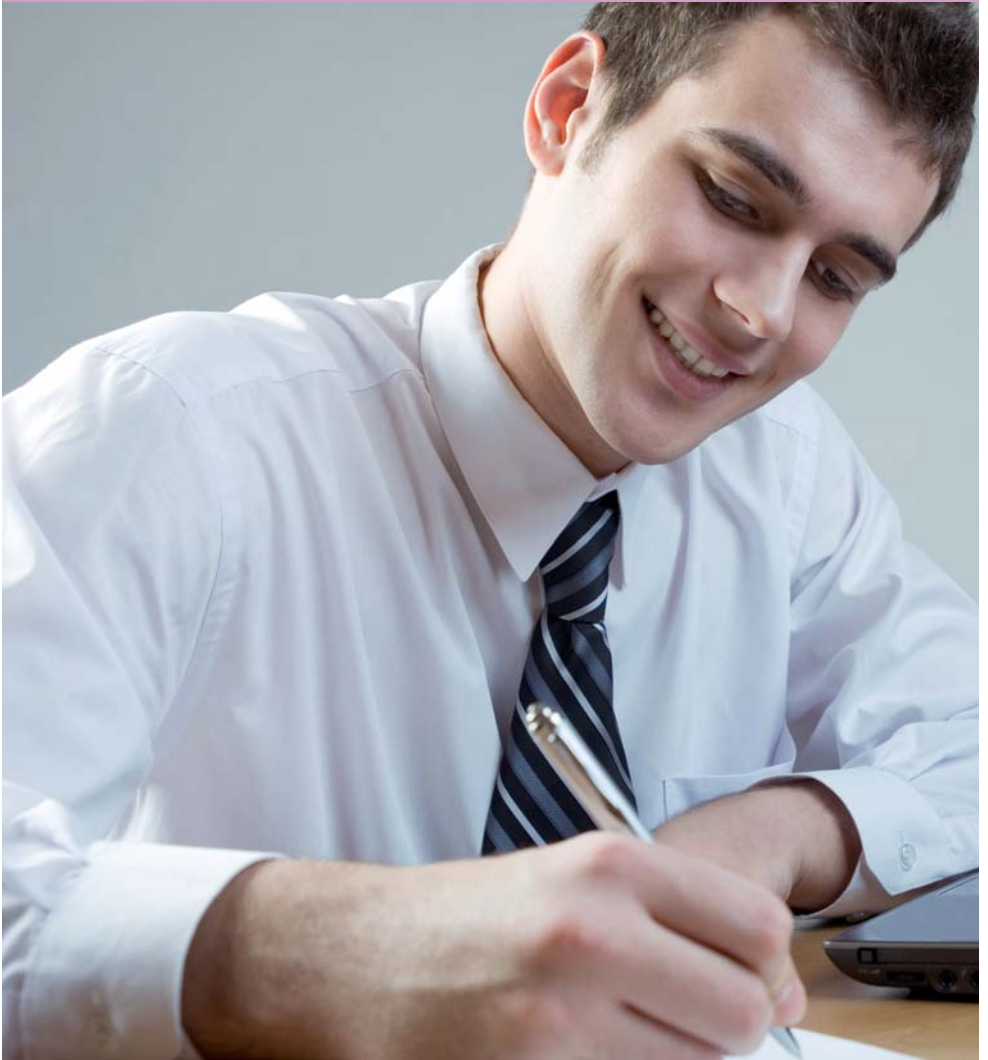


A GUIDE TO...

# Making Compliments Comments & Complaints

INCLUDING APPLICATION FORM

TRANSFORMING HOMES, LIVES AND NEIGHBOURHOODS



## Express your Views

**Trent & Dove Housing has a Compliments, Comments and Complaints scheme, which allows customers to express their views or complain about the way that we operate. If you need help with filling out our Compliments, Comments and Complaints form or you need help with translation, please let us know and we will arrange this.**

**We hope that your views will help us to improve our service to you in the future.**



People who use our services can provide us with important information, which can be used to help us to achieve our aim of continuous service improvement. The information can come from informal comments to our staff and management, or through our more formal Compliments, Comments and Complaints procedure.

### Compliments

When we receive compliments about the way in which we have delivered our service it is a strong indication that we are getting it right, although any additional comments about how we can improve still further will be welcomed. The attached form can be used to pass on your compliments or comments about how we may be able to improve our service further.

### Complaints

There will be times when you feel that the service you have

received from us has fallen short of your expectations and if this is the case we would like to know about it.

It may be because;

- We have failed to provide a service we have promised
- The standard of the service we have provided is below your expectations
- The attitude of staff was not as you would have expected from us
- Works being carried out to other properties may have adversely affected you

Any enquiries about a service, or a report that a particular service is required, are not considered to be complaints. Also, an initial notification of a defect or service omission are not considered as a complaint although they will be treated as a failure in our service and staff should be given the opportunity to put things right for you.

Complaints can be made by anyone who has had dealings with Trent & Dove Housing and feels strongly enough about the issue to make a formal complaint.

*You should bring any shortcomings in our services to our attention. This will give us the opportunity, wherever possible, to put matters right to your satisfaction. It will also show us where our service needs to be improved.*

## How to Complain

If after being given the opportunity to put matters right you still feel the issue has not been satisfactorily dealt with, you can then use our official complaints procedure.

There are three stages to this:

**1**

The complaint must be put in writing to the relevant Director. You can use the attached form for this.

Receipt of your complaint will be acknowledged within 24-hours. It will be passed to the appropriate person for investigation and we will aim to respond within 10 working days.

If a full reply cannot be given within this time, an acknowledgement will be sent with a new target date for a full reply.

**2**

If you are not satisfied with the response from stage 1, you can ask for the Chief Executive to review the situation. You will need to write to the Chief Executive, explaining clearly your reasons, within 10 days.

You should expect to receive a reply to your request within 10 working days or be advised of the date by which you can expect a full reply if this is likely to be longer.

You may be asked to attend an interview to discuss the situation personally.

**3**

If you are still not satisfied with the response from stage 2, you can respond to the Chief Executive, again explaining clearly why you are not satisfied with his decision, within 10 days.

He will decide whether to arrange a meeting of a Board Committee, comprising at least three members, of which a minimum of one will be a tenant member of the board. You will be encouraged to attend this meeting and you can bring someone to represent you if you wish. The committee will let you know of their decision formally within 5 working days.

*If after completing the three formal stages you are still not satisfied with the way in which your complaint has been handled, you can take your complaint to the Independent Housing Ombudsman.*

A leaflet explaining this will be available at any of Trent & Dove Housing's offices. Complaints to the Ombudsman should be made no more than 12 months after you have reached the end of the

Association's official complaints procedure.

### **Our Standards**

Your complaint will be dealt with as quickly as possible in a fair and courteous way.

It will be taken seriously, confidentially and in line with our Equality and Diversity policy. You will be kept informed of progress and your complaint will be monitored to ensure that our standards are kept.

If at any stage we find that we have failed you in some way and that we are at fault, we may offer:

- An apology
- An explanation
- Action to put things right and try to ensure that the same thing will not happen again
- Compensation, especially where financial loss has occurred



# Compliments Comments & Complaints Form

Followed on the reverse by the equality monitoring form.

## Your Details

Name

Address

Post Code

Tel. No.

Mobile No.

**Please state clearly your compliment, comment or complaint (please tick one box)**

**Is this;** A Compliment  A Comment on our services  An Official Complaint

**If applicable, what do you feel Trent & Dove need to do in response to this?**

Signature

Date

*Thank you for spending the time to complete this form.  
We hope that your comments will help us improve our service.*

# Equality Questions

## How do we ensure we treat everyone fairly?

We recognise the diverse population of East Staffordshire and want to make sure that everyone can access our services. The information we ask for here helps us check that we treat all groups fairly and do not discriminate against you.

**Are you:** Male  Female

Do you have a disability? Yes  No

### Are you:

White British  White Irish   
White Other (please specify)

Mixed White & Black Caribbean  White & Black African   
White & Asian   
Mixed Other (please specify)

Asian or Asian British Asian Indian  Asian Pakistani   
Asian Bangladeshi   
Asian Other (please specify)

Black or Black British Black Caribbean  Black African   
Black Other (please specify)

Chinese or Other Group Chinese   
Other (please specify)

Please note that you do not have to fill in the monitoring information

Declined

If you would like information in another language or format, please ask us

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - **Hindi**

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - **Farsi**

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔  
- **Urdu**

Jeżeli chciałby Państwo uzyskać informacje w innym języku lub w innym formacie, - **Polish**  
prosimy dać nam znać.

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - **Kurdish**

## OTHER LEAFLETS AVAILABLE

How to Apply for a Garage

How to Deal with Anti-social behaviour or Nuisance

A Guide to Paying your Rent

How to Terminate your Tenancy

A Guide to Annual Safety Checks & Service Programme

Your Guide to Finding a Home

A Guide to Keeping Pets in your Home

A Guide to Aids and Adaptations in Your Home

A Guide to Making Alterations & Improvements

A Guide to Reporting a Repair

A Guide to Becoming Involved

Service Standards and Customer Care

Welcome to Trent & Dove Housing

For more information on any aspect of our service,  
please contact Trent & Dove Housing at:

**Trinity Square, Horninglow Street,  
Burton upon Trent,  
Staffordshire, DE14 1BL.  
Tel: 01283 528528**

**11 Bradley Street, Uttoxeter,  
Staffordshire, ST14 7QA.  
Tel: 01889 561870**

**Or by email: [enquiries@trentanddove.org](mailto:enquiries@trentanddove.org)**

