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Complaints and compliments



Leeds & Yorkshire
HOUSING ASSOCIATION

Complaints and compliments

We are committed to providing a high-quality housing service to you. If you feel we have fallen short of our high standards, we would like to hear from you. We welcome comments and complaints as they provide valuable information and allow us to make improvements to our services.

If you feel let down by the service you have received from us

If you are not receiving the service we have set out in our service standards, please call us on 0113 278 3335 and we will look into the matter further. We welcome any feedback you may have.

0 First point of contact (Stage 0)

If you are not happy with our service, you can contact us to complain. We will listen to what you say and try to deal with it straightaway.

We like to sort things out informally if we can, but if we can't you should follow the formal stages of our complaints procedure.

Our complaints procedure

We have a formal complaints procedure, which you should use if we have:

- failed to do something we should have done; or
- done something wrong or to a poor standard (for example, if we have not followed our service standards).

We would ask you not to use our formal complaints procedure if you:

- want to talk to us about another tenant; or
- are reporting a repair for the first time.

We will take complaints seriously and deal with them as quickly and as fully as possible. If you do make a complaint, this will not affect the way we treat you in the future. We will not process your complaint if you do not give us your name.

How to make a complaint

You can contact us to make a complaint in any of the following ways.

In writing to:	Leeds and Yorkshire Housing Association Headingley Leeds LS6 2TN 0113 278 3335 0113 278 6271
By phone on	0113 278 3335
By fax on	0113 278 6271
By e-mail to	info@lyha.co.uk
By visiting the office	(same address as above)
Through our website at	www.lyha.co.uk

If you find it difficult to make your complaint for any reason, we will help you, for example, by providing an interpreter.

Informal complaints

If you make an informal complaint, we will listen to what you say and try to deal with matters as quickly as possible. At this stage, we will write to you to confirm what we have done.

We will listen to your complaint and try to work with you to deal with it there and then. We like to sort things out informally if we can, but if this fails you should follow the formal stages of our complaints procedure.

If your complaint is serious, or if you are complaining about a member of staff, we will deal with the complaint formally from the start. The formal procedure is set out below.

Formal complaints

If you make a formal complaint, we will:

- acknowledge, within two working days, that we have received your complaint;
- give you the name of the person dealing with your complaint;
- keep you informed of how we are dealing with your complaint; and
- keep your information confidential, and never discuss your complaint with someone else without your permission.

The formal complaints procedure

There are four stages to our complaints procedure.

1 Stage 1:

If we have not been able to deal with your complaint at the first point of contact, you should write to us with your complaint. This way, there is a formal written record of the complaint, which will avoid any confusion if your complaint goes through the formal stages. If you have difficulty putting your complaint in writing, you should contact customer services.

A manager will deal with your complaint, and they will write to you within 10 working days. If we have to carry out further investigations, we will tell you how our investigations are progressing.

If you are not satisfied with the response from the manager, you can move to Stage 2.

2 Stage 2:

We will refer your complaint to the Senior Management Team who will write to you within 10 working days.

You must write to us to tell us why you are not satisfied with the way your complaint was handled at Stage 1.

You should send your complaint to:

The Chief Executive
Leeds & Yorkshire Housing Association
2 Shire Oak Road, Leeds LS6 2TN

If you are not happy, you can move on to stage 3

3 Stage 3:

We will refer your complaint to the Leeds & Yorkshire Housing Association board. The board is made up of voluntary members from the local community – they are not employed by Leeds & Yorkshire Housing Association.

You must write to say why you are not happy with how your complaint has been handled at Stages 1 and 2. You should send your complaint to:

The Chairman of the Board
Leeds & Yorkshire Housing Association
2 Shire Oak Road, Leeds LS6 2TN

We will let you know we have received your complaint within 5 working days. We will also tell you when the next board meeting is, when your complaint will be considered. You will be told the board's decision within 5 working days of the meeting.

If you are not happy with the board's decision, you can move to Stage 4.

4 Stage 4:

This is the final stage of our complaints procedure and involves getting in touch with the Housing Ombudsman. The Ombudsman:

- is completely independent of our organisation;
- can consider different ways to deal with your complaint or dispute;
- can make orders for recommendations if he or she finds shortcomings; or
- get involved if they feel a housing association has taken an unreasonable amount of time to deal with your complaint.

You can write to the Ombudsman at:

Housing Ombudsman Service
81 Aldwych, London WC2B 4HN

You can also contact the Ombudsman in any of the following ways.

Phone: 0300 111 3000
Minicom: 0207 404 7092
Fax: 0207 831 1942
E-mail: info@housing-ombudsman.org.uk
Website: www.housing-ombudsman.org.uk

Who else to contact if you have a complaint

We will look at all complaints we receive. You may also get advice and help from other people and organisations. These include:

- your local councillor or MP;
- the police;
- social services;
- a solicitor;
- environmental health departments; and
- advice agencies such as Citizens Advice.

How to claim for compensation

We may provide compensation to cover financial loss or inconvenience if we have failed to provide a service. However, we will avoid paying excessive compensation payments.

If you claim compensation and are not happy with the decision we have made, you can use our complaints procedure.

When we get things right

If you have been impressed by our service, or if you have ideas of how we can improve our service, we would like to hear from you. You can pass compliments and suggestions on in a number of ways, including the following.

- By e-mail to info@lyha.co.uk
- Annual feedback and reply slips
- Filling in tenancy termination feedback questionnaires
- Through our website at www.lyha.co.uk
- At yearly residents' meetings
- In writing
- By phone
- In person to a member of our staff
- Repairs satisfaction slips

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If you would like this document in another language or format, or if you need the services of an interpreter, please contact us.

আপনি যদি এই দলিলটি অন্য আরেকটি ভাষায় বা আকারে পেতে চান অথবা একজন ইন্টারপ্রিটারের (দোভাষী) সাহায্য পেতে চান তাহলে দয়া করে 0113 278 3335 এই নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।
Bengali

اگر شما مایل هستید که این مدرک را به زبان یا شکل دیگری داشته باشید، یا نیاز به کمک یک مترجم دارید، لطفاً با ما با شماره ۰۱۱۳ ۲۷۸ ۳۳۳۵ تماس بگیرید.

Farsi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਸਮਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ ਜਾਂ ਫਾਰਮੈਟ (ਰੂਪ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਇੰਟਰਪਰੀਟਰ (ਦੁਬਾਸ਼ੀਏ) ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0113 278 3335 ਤੇ ਸੰਪਰਕ ਕਰੋ।
Punjabi

اگر آپ یہ دستاویز کسی دوسری زبان یا شکل میں چاہتے ہیں، یا آپ کو ایک ترجمان کی خدمات درکار ہیں، تو براہ مہربانی ہم سے اس نمبر 0113 278 3335 پر ضرور رابطہ کریں۔
Urdu

如果您需要这份文件的其他语言版本或版式，如果您需要一名口译翻译，请一定和我们联系。联系电话：0113 278 3335。
Mandarin



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