

Putting things right!

Your guide to Complaints



Swaythling Housing

Complaints...

Your comments are important to us. If you are unhappy with a service we provide, we want to know so that we can put things right and avoid it happening again - so please do get in touch with us!

Who can complain?

Anyone using our services can make a complaint. This includes tenants, leaseholders or anyone who pays us a service charge. It also includes people who have applied to us for housing, support or another service.

Please be assured that we want to know what you think and we want to improve our services. Making a complaint will not affect your future relationship with us.

If you have no direct connection with the Society but want to comment on our performance, we would still like to hear from you and we will try to deal with any concerns you may have. However, your comments will not follow the formal complaints procedure described in this leaflet.

What our formal complaints procedure covers

A complaint is where you are unhappy:

- with the level of service we have provided
- about the attitude or behaviour of members of our staff or contractors
- with a decision we have made, or
- because you think a decision was not made according to the relevant policy.

What our formal complaints procedure does not cover

We will not normally use our complaints procedure to investigate concerns about what services we provide, as set out in our policies. But we do want to know your views. If you think we could do more to help our residents, please let us know. In addition, we:

- may refuse to deal with a complaint if it is made unreasonably. We may also deal with your complaint differently from the normal

complaints procedure if a director or senior person decides to do so. In such cases, we will send you a written explanation of our decision

- will normally only deal with complaints that are made within six months of the event complained about
- will deal with complaints about anti-social behaviour under the special policy we have for this. If later you do not believe we have followed our procedure, please let us know.

How we will deal with your complaint

We aim to deal with your complaint quickly, thoroughly and fairly.

- At all stages, we will acknowledge your complaint within two working days of receiving it. We aim to give you a full reply within 10 working days. If our enquiries are likely to take longer, we will write and let you know and tell you when you can expect a reply.
- We will explain our decisions.
- We will apologise if we have made a mistake.
- We will investigate your complaint thoroughly before responding to you in writing.
- We will aim to find a satisfactory solution that, in some cases, may include compensation.
- Your views are important to us and complaints help us improve our services. We keep a register of all complaints and report these to our board to help us review the way we do things.

How to make a complaint

You can make a complaint by:

- ringing us - **023 8062 8000**
- writing to us - see our **complaints form** attached to this leaflet
- emailing us - **complaints@swayhs.org.uk**
- visiting us - at our **Eastleigh office** (or ring us to make an appointment for our Ringwood office)
- via our website - **www.swayhs.org.uk**.

When you make your complaint, please tell us the facts and say what you want us to do to solve the problem.

We may suggest that we meet you to discuss the problem but we will always give you a response in writing and tell you what to do if you are still not satisfied.

The four stages of our formal complaints procedure

Stage 1

In most cases, the officer you have already been in contact with will handle your complaint. They will look at the problem and make sure they have done everything they can to help you. The exception to this is when you complain about the behaviour of a member of staff. In this case, your complaint will be dealt with by that person's line manager.

Stage 2

If you're unhappy with the response you receive, please let us know within 28 days of the date on your Stage 1 response letter. The letter you receive at the end of Stage 1 will tell you what we have done to resolve your complaint, and the name of the team leader or manager you can contact to request a further review of your complaint.

Stage 3

If you're unhappy with the response you receive at Stage 2, please let us know within 28 days of the date on your Stage 2 response letter. The letter you receive at the end of Stage 2 will tell you what we have done to resolve your complaint, and the name of the senior manager you can contact to review your case again.

Stage 4

If you're unhappy with the response you receive at Stage 3, you can ask for your complaint to be heard by our complaints panel. The panel is made up of board members, one of whom will be a resident of ours. We will send you information explaining what you need to do and what happens at the hearing. You will be able to attend to put your case to the panel, and you can bring a friend or relative for support if you wish. To ask for a panel hearing, please write to the Director of Swaythling Housing Society within 28 days of the date on your Stage 3 response letter.

Housing Ombudsman Service

If you're still unhappy after going through all four stages, you can refer your complaint to the Housing Ombudsman. This is an independent scheme set up by the government which makes sure that housing associations act fairly and reasonably.

The Housing Ombudsman will only consider complaints once all stages of a housing association's formal complaints procedure have been completed. Their address is:

Housing Ombudsman Service
81 Aldwych
London WC2B 4HN

If you want to take legal action, a solicitor or the Citizens Advice Bureau can advise you. But if you decide to take legal action while we are investigating your complaint, we will stop investigating your concerns through our complaints procedure.

If you need help to make a complaint, you can ask a friend, your residents association, the Citizens Advice Bureau, an environmental health officer at the council, or your local councillor. You can also give permission to another person, in writing, to deal with the complaint on your behalf. Please let us know if you need any other help, such as Braille or translation services.

To improve our service... Once your complaint has been resolved, we will send you a feedback form to see how well you felt we dealt with your complaint.



Collins House
Bishopstoke Road
Eastleigh
Hants SO50 6AD
Tel: 023 8062 8000
Fax: 023 8062 8390
SMS: 07764 309062
Email: info@swayhs.org.uk
www.swayhs.org.uk

This document is entitled 'Your Guide to Complaints'. If you would like this or other key documents translated, please contact your housing officer or other relevant officer. We also use Language Line for telephone translations.

Dokumentigan waxa lagu magacaaba "Tusmayntaada ee Dacwooyinka" ("Your Guide to Complaints"). Haddaad jeclaan lahayd kan ama dokumenti kale oo muhiim ah in lagu tarjamo, fadlan la soo xiriir Sarkaalkaaga Guriyeynta ama Sarkaal kale oo ay khuseysa. Waxaan kaloo isticmaalnaa Khadka Luqadda (Language Line) loogu talagalay tarjamaada taleefonka.

इस प्रलेख का शीर्षक है 'शिकायत हेतु आपके लिए दिशा निर्देश' ["Your Guide to Complaints"]। यदि आप इस प्रलेख या अन्य प्रमुख प्रलेखों का अनुवाद कराना चाहते हैं, तो कृपया अपने आवासीय अधिकारी या अन्य संबंधित अधिकारी से संपर्क करें। टेलीफोन अनुवादों के लिए हम लैंग्वेज लाइन (Language Line) का भी प्रयोग करते हैं।

اس دستاویز کا عنوان ہے "شکایات کے لیے آپ کی گائیڈ" ["Your Guide to Complaints"]۔ اگر آپ اس کا یا دوسری اہم دستاویزات کا ترجمہ کرانا چاہیں تو براہ کرم اپنے افسر رہائشی مکانات یا دیگر متعلقہ افسر سے رابطہ کریں۔ ہم ٹیلی فون ترجموں کے لیے لینگویج لائن [Language Line] کا بھی استعمال کرتے ہیں۔

عنوان این نوشتار "راهنمای شکایات" ["Your Guide to Complaints"] می باشد. اگر ملل هستید این نوشتارها یا هر نوشتار کلیدی و مهم دیگری برای شما ترجمه شود، لطفاً با مسئول املاک و یا سایر مسئولین مربوط تماس حاصل فرمایید. ما همچنین از خط کمک رسانی زبان [Language Line] برای ترجمه های تلفنی استفاده می کنیم.

આ દસ્તાવેજનું શિર્ષક 'ફરિયાદો માટે તમારો માર્ગદર્શક' ["Your Guide to Complaints"] છે. જો તમને આ અથવા અન્ય ચાવીરૂપ દસ્તાવેજોનું ભાષાંતર જોઈએ, તો કૃપા કરીને તમારાં ઠાઉસિંગ અધિકારી અથવા અન્ય યોગ્ય અધિકારીને સંપર્ક કરો. અમે ટેલિફોન ભાષાંતર માટે પણ લેંગ્વેજ લાઇન (Language Line)નો ઉપયોગ કરીએ છીએ.

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਨਾਂ 'ਸਿਕਾਇਤਾਂ ਕਰਨ ਲਈ ਤੁਹਾਡੀ ਗਾਈਡ' [Your Guide to Complaints] ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਜਾਂ ਕਿਸੇ ਹੋਰਨਾ ਮੁੱਖ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਅਨੁਵਾਦ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਠਹਿਸਿੰਗ ਅਫਸਰ ਜਾਂ ਸਬੰਧਿਤ ਅਫਸਰ ਤਾਲ ਸੰਪਰਕ ਕਰੋ। ਅਸੀਂ ਟੈਲੀਫੋਨ 'ਤੇ ਅਨੁਵਾਦ ਲਈ ਲੈਂਗੁਏਜ ਲਾਈਨ [Language Line] ਦੀ ਵਰਤੋਂ ਵੀ ਕਰਦੇ ਹਾਂ।

এই দলিলটির নাম হলো 'অভিযোগ করার ব্যাপারে আপনার নির্দেশিকা' (Your Guide to Complaints)। যদি এই দলিল কিংবা অন্য কোন মুখ্য দলিলের অনুবাদ চান, তাহলে অনুগ্রহ করে আপনার হাউজিং অফিসার কিংবা অন্য কোন সংশ্লিষ্ট অফিসারের সঙ্গে যোগাযোগ করুন। আমরা টেলিফোনে অনুবাদের জন্য ল্যাংগুয়েজ লাইনকে (Language Line)ও ব্যবহার করি।

這份文件的名稱是《您如何提出投訴》(Your Guide to Complaints)。如果您希望取得本文件或其他重要文件的中文譯本，請聯絡你的房屋主任或其他有關職員。我們亦使用語言專線 (Language Line)提供電話傳譯服務。

Ten dokument nosi tytuł "Informator o zażaleniach" ("Your Guide to Complaints"). Jeżeli chcieliby Państwo uzyskać tłumaczenie tej lub innej ważnej publikacji, prosimy o kontakt z naszym doradcą ds. zakwaterowania (Housing Officer) lub innym pracownikiem, zależnie od rodzaju interesującego Państwa dokumentu. Oferujemy też tłumaczenie rozmów telefonicznych (usługę Language Line).



Complaints form

Your name:

Your address and postcode:

Your phone number:

Your email address:

Which of the following applies to you?

- Rented Shared-owner/Leaseholder
Supported housing Applicant
Other

Please explain the facts of your complaint.

What do you think we should do to put things right?

Have you already spoken to a member of staff about your complaint?

Yes No

If yes, please tell us what they did about your complaint.

We aim to treat all our customers equally. To help us achieve this, please answer a few questions. Your answer to these questions will not affect the way we investigate your complaint. Please be assured that this information is strictly confidential and we will use it for monitoring purposes only. You do not have to answer these questions.

Please tick the box that best applies to you.

White British Irish Other

Mixed White and black Caribbean White and black African
White and Asian Other

Asian/Asian British Indian Pakistani
Bangladeshi Other

Black/Black British Caribbean African
Other

Chinese

Gypsy/Romany/Irish Traveller

Other

Do you think that you have a disability? Yes No

If yes, please give details:

Please let us know your preferred language if it is not English (to help us communicate more effectively with our customers):

Date