

# MAKING A COMPLAINT



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PHA Homes prides itself on providing an excellent service to all our residents.

However, we recognise that there may be occasions when things go wrong and that you might feel the need to make a complaint. The Association therefore operates a complaints procedure, in order that all complaints are dealt with fairly and within specified time frames.

**The Association operates a 4 stage complaints procedure:**

### STAGE 1

This is informal. You should contact the Housing Officer or Property Manager who will try to resolve the problem and will respond to you, in writing, within 10 working days.

Formal complaints about neighbours or members of PHA Homes staff or contractors must always be in writing. If the complaint is about a neighbour or a PHA Homes member of staff or contractor, the complainant's identity will be kept confidential unless they allow it to be known. A confidential interview either in your home or at the office will be offered.

### STAGE 2

The complaint will be dealt with by the Housing Manager. A full response will be made in writing within 10 working days.

### STAGE 3

The complaint will be dealt with by the Chief Executive. A full response will be made in writing within 10 working days.

### STAGE 4

This will involve a panel of 3 Board members, who will consider a confidential report prepared by the Chief Executive. The complainant will be able to see the report before it goes to the panel and will be able to add their views if they believe the report to be incorrect. The complainant will be invited to a meeting with the panel to discuss their complaint. After consideration at the meeting, the Chairman will write to the complainant with their decision within 5 working days of the meeting.

If you are still not satisfied, you have the right to contact the Housing Ombudsman – BUT only after each stage of the complaints procedure has been completed.

#### Contact details are:

The Independent Housing Ombudsman Ltd  
Norman House, 105-109 Strand  
London, WC2R 0AA  
Tel 020 7836 3630

## RECORDING & MONITORING

The Association uses your views to help us determine where the service can be improved.

All complaints received are recorded in the Association's 'Complaints and Nuisance Log' located on our housing management IT system. This system allows all information to be included and offers a tracking system. A complaint will be updated and progress monitored regularly by both the Housing Officer and the Housing Manager. All relevant details are included within our Quarterly Performance reports which are sent to all Board members to help monitor the Association's complaints procedure.

For more details about our complaints procedure, please contact the Housing Manager.





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