

MAKING A COMPLAINT



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We always want to give a great service to our residents but we recognise that things will sometimes go wrong. When this happens, we want to know about it as soon as possible so that we can work with you to get things back on track quickly.

We operate a complaints policy in order that all complaints are dealt with fairly and within specified time frames. PHA Homes uses the learning from complaints to drive service improvements.

PHA Homes will accept any complaint unless there is a valid reason not to do so. There are a few circumstances in which a matter will not be considered but these must be fair and reasonable. For example: The issue giving rise to the complaint occurred more than 6 months ago; where the problem is a recurring issue; where legal proceedings have been started; matters that have already been considered under the complaints policy.

Definition of a Complaint

A complaint is any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by PHA Homes, our staff or people or organisations acting on our behalf, which affect an individual resident or group of residents.

We have a 2 stage complaints procedure

STAGE 1

You can make a complaint in any way that suits you - in person, on the phone, in writing or through a third party. It helps us if you can say what the problem is/was, what impact it has had on you and how you would like to see us put things right.

We will formally acknowledge your complaint within 5 working days and will respond fully within 10 days at stage 1.

We will always give you a written response and try to solve the problem at this stage.

STAGE 2

If you are not satisfied with our response at Stage 1, you can let us know (in writing) within 14 days. We will then arrange for a more senior member of staff to review the complaint and our response.

We will formally respond to your request to review the complaint within 20 working days of receipt.





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