

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.



Housing Ombudsman Service

The Housing Ombudsman Service exists to make sure that residents get a fair and helpful response when they make complaints. You can contact the Housing Ombudsman Service at any point in the procedure for help and advice - although they will normally want you to complete our process before they formally investigate a complaint. The ombudsman website is www.housing-ombudsman.org.uk

Contact details are:

The Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk



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 the Head of Services. 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 complaint's procedure, please contact the association on admin@phahomes.co.uk





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