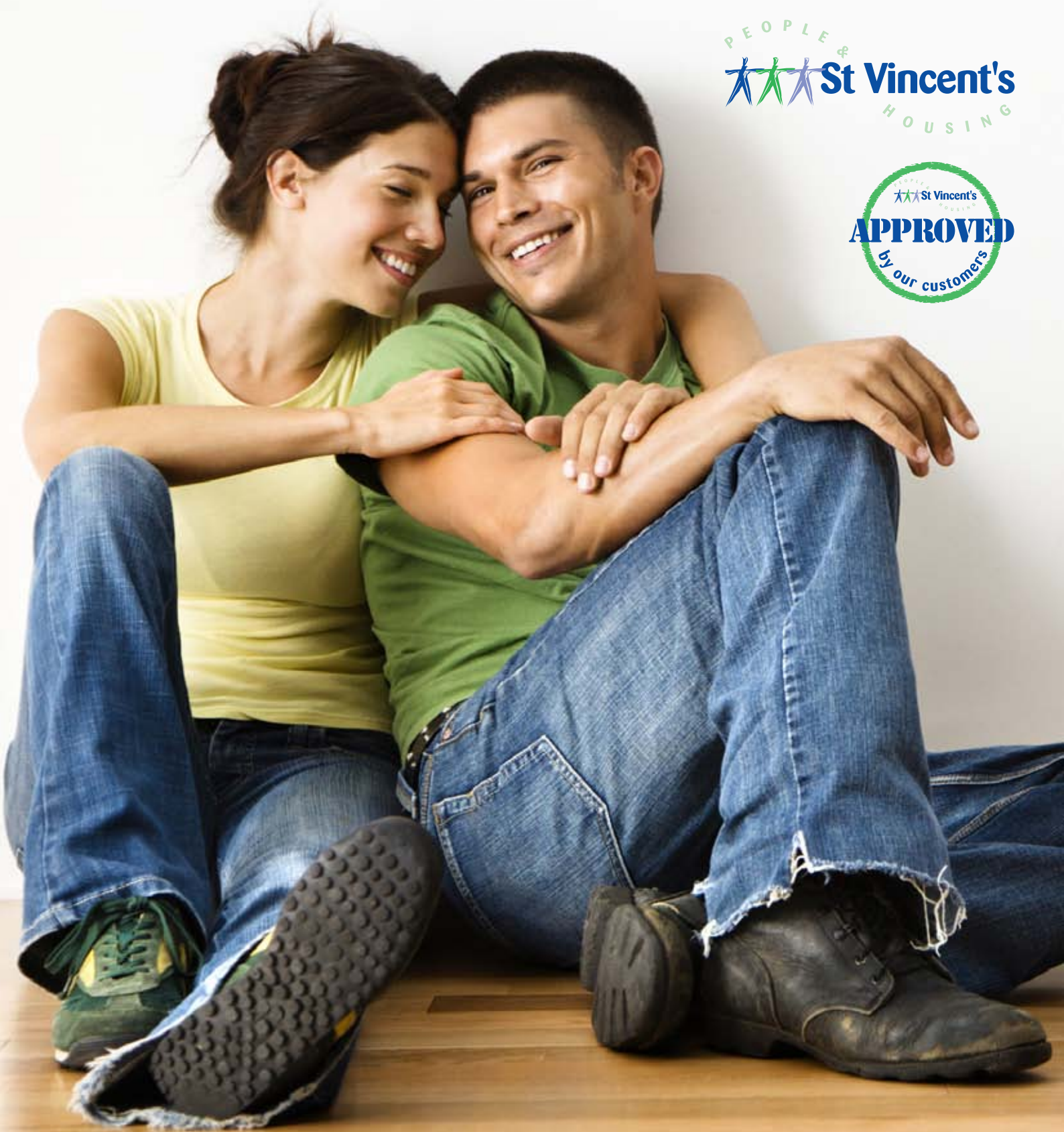


# Have YOUR Say

COMPLIMENTS  
COMPLAINTS  
COMMENTS



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COMMENTS

St Vincent's Housing is committed to providing a high quality service to all our customers. However despite our best efforts, things can sometimes go wrong. This is when we want to hear from you so we can put things right. We would also like to hear from you if you feel we have done something well or would like to make a comment or suggestion. This helps us to provide our customers, including you, with a service to reflect what you want.

## Compliments or Comments

If you feel we have done something particularly well, or you want to make sure one of our staff deserves a special thank you we want to hear from you.

By letting us know about something we have done well it will help to inform and guide us to continue providing a excellent service. This can be achieved by completing the attached freepost comment and compliment form or alternately you can email or phone us. Contact details are shown at the end of this form.



## What we want to achieve:

- We want to resolve any concerns and complaints at the first point of contact.
- We will listen to your concerns and use your comments to help improve the service to you.
- We want to ensure that you are treated fairly and with respect and our staff are polite and take your complaint seriously.
- We want to treat your concerns confidentially and without discrimination and prejudice.
- If we have done something wrong, to provide an apology and clear feedback.

## What is a complaint?

St Vincent's regards a complaint as an expression of dissatisfaction by any customer, partner or other member of the public about our work, where we have not dealt with a situation adequately. Examples of when you may wish to make a complaint are:

- When you think we have not acted as quickly as we said without a genuine reason.
- When we haven't followed our policy or procedure regarding the service you receive.
- When you think you have been treated unfairly or impolitely

## Informal complaint (comment)

Customers are encouraged to initially raise their complaint verbally or informally. You can do this by speaking to a member of staff in one of our receptions or by phoning us. We want you to tell us the problem and our staff will do their best to resolve the problem straight away, or refer it to the relevant member of staff who will also try to resolve the problem there and then. We will do everything we can to resolve the problem through informal means; however we recognise there will be times you are not satisfied with this outcome and then you can make a Formal Complaint. Contact details are shown at the back of this leaflet.

# Formal complaint

There are three stages to the formal complaints procedure:

## STAGE 1

You can make a formal complaint by:

- simply filling in the attached form at the back of this leaflet, and returning it or handing it in at one of our offices.
- ringing and speaking to a member of staff by telephoning one of the contact numbers on page 4.
- completing the form on the web site under the Contact Us section at [www.svha.co.uk](http://www.svha.co.uk)

Once we receive your complaint the following steps are taken. We will:

- **Acknowledge** your complaint within 5 working days
- **Respond** fully to your complaint within 10 working days

*(The above steps will take no longer than 10 working days combined).*

If we can't do this in the 10 day period we will contact you to let you know we need further time to consider the complaint.

## STAGE 2

If you are not happy with the first response you can request your complaint be moved to stage 2.

You will need to write, email or telephone the Director of the services provided.

Details of this person will be provided in the response at stage 1.



## STAGE 2 continued

The Director will consider your complaint and will respond to you within 10 working days. If they can't respond within this time frame they will also contact you to let you know further time is required.



## STAGE 3

If you are not happy with our second reply you can request for your complaint to be moved to stage 3.

To do this you will need to write, email or telephone the Chief Executive, asking for your complaint to be considered by a panel. The panel will be made up of 2 board members and the Chief Executive. *(The Chief Executive will only be a member of the panel if he/she has not been involved at any of the previous stages, in which case the panel will be made up of 3 board members).*

You will be given the opportunity to attend the panel within 10 working days and a written decision of the outcome will be provided within 5 working days.

If you chose not to attend, your complaint will be heard by the panel in your absence.

If you are still not satisfied with the outcome, you will have exhausted St Vincent's formal Complaints procedure.

## What if I am not happy with the way my complaint was handled?

If you are unhappy after stage 3 you can contact the following services, which will investigate complaints against St Vincent's:

### If you are a tenant:

Housing Ombudsman Service,  
81 Aldwych, London, WC2B 4HN

Telephone 020 7421 3800

Lo-Call 0845 7125 973

Fax 020 7831 1942 Minicom 020 7404 7092

Email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

### If you are a customer of the Home Care & Repair Service:

Foundations, Bleaklow House,  
Howard Top Mill, Glossop, SK13 8HT

Telephone 01457 891909

### If your complaint relates to the support you receive:

If you have a complaint regarding the support service you receive you can either choose to use St Vincent's complaints process or alternatively you can forward your complaint direct to your local Supporting People Team. You can get more information on how to contact this team through their website at [www.spkweb.org.uk](http://www.spkweb.org.uk)

## Satisfaction Monitoring

We will monitor satisfaction bi-annually when we carry out our customer status survey. Details of the numbers and types of compliments, complaints and comments will be published quarterly in our Customer Magazine, Your News, which can be downloaded from our website at [www.svha.co.uk](http://www.svha.co.uk). We also report compliments, complaints and comments quarterly to St Vincent's Board of Management.



## Contacting us

### Central Office

1st Floor, Metropolitan House,  
20 Brindley Road,

Old Trafford,

Manchester M16 9HQ

Telephone 0845 606 6565

Fax 0161 772 2121

E-mail [complaints@svha.co.uk](mailto:complaints@svha.co.uk)

### Haslingden Office

41 Bury Road,

Haslingden,

Lancashire BB4 5PG

Telephone 0845 050 0570

Fax 01706 260412

### The Manchester Foyer

61 Booth Street West,

Manchester M15 6PP

Telephone 0161 276 1000

Fax 0161 276 1001

### The Blackburn with Darwen Foyer

1A Princes Street,

Blackburn BB2 1LS

Telephone 01254 222030

Fax 01254 222043

Web [www.svha.co.uk](http://www.svha.co.uk)



If you would like this information in another format, e.g. braille, audio tape, another language or large print, please let us know.

اگر آپ کو اس معلومات کو دوسرے طریقے میں چاہیے ہو تو، براہ کرم اپنے مقامی دفتر سے رابطہ کریں



**St Vincent's Housing Association Ltd reserves the right not to deal with a complaint if it is being pursued in an unreasonable manner. Use of offensive language will not be tolerated.**

July 2009

# Compliments, Complaints and Comments Form

Name  D.O.B  /  /

Address

Telephone (home)  Mobile

Email

Is this a: Compliment  Complaint  Comment

What is your compliment, complaint or comment?

Have you contacted us previously about the complaint? Yes  No

If Yes, please give details of the response you received  
(including who responded to you and what stage your complaint is at)

How would you suggest your complaint could be resolved?

What is your ethnic origin? Please tick ONE of the following options

White: British  Irish  Any other

Asian or Asian British: Indian  Pakistani  Bangladeshi  Any other

Mixed: White & Black Caribbean  White & Black African  White & Asian  Any other

Black or Black British: Caribbean  African  Any other

Chinese  Prefer not to say  Any other not listed above: Please state

Which Religion /Belief do you follow? Please tick ONE of the following options

Buddhism  Judaism  Hinduism  Islam  Christianity  Sikhism  Prefer not to say

Other please state:

What is your sexual orientation? Heterosexual  Gay  Lesbian  Bisexual  Prefer not to say

Do you consider yourself to have a disability or impairment as defined in the Disability Discrimination Act 1995? Yes  No

Signature

Date

**FREEPOST RRYY-GCTK-GHUH**  
St Vincent's Housing Association  
1st Floor,  
Metropolitan House,  
20 Brindley Road,  
City Park Business Village,  
Old Trafford,  
Manchester  
M16 9HQ