



complaints, compliments & comments



We value your views and would like to hear what you think of the services we provide to you.

There are a range of ways by which you can give us feedback:

- Visit one of our offices;
- Ring us on **0800 169 2988** - free from most UK landline phones or **0300 123 4560** - local rate from a mobile phone;
- Email us at **customer@neighbourhoodinvestor.com**
- Complete and return the form at the back of this leaflet;
- Write to us;
- Speak to a member of staff;
- You can also choose to have someone else feedback on your behalf, for example, a Councillor or MP.

Please ask if you need any help to give us feedback.

Complaints

If you are unhappy with the service you receive from us you can tell us by making a complaint. Anyone who receives or requests a service can make a complaint.

We aim to resolve any concerns or complaints at the first point of contact, but there may be instances where you want to take matters further.

Where we have conducted investigations and find that we have got things wrong we will apologise, explain what went wrong and tell you what action we will take to put things right.

What is a complaint?

A complaint is an expression of dissatisfaction where a response is expected. You may experience this when you:

- Think we have done something incorrectly or below standard;
- Think we have not acted as quickly as we said we would;
- Think we have not done something we should have;
- Are not happy with a decision we have made;
- Are unhappy with our staff or contractors.

Examples of issues that will not be considered as complaints are:

- Neighbour disputes, unless you wish to complain about the way in which we have dealt with the case;
- Issues where legal action has commenced and where a court or tribunal will decide the outcome;
- Initial requests for service, for example reporting a repair;
- An issue over 6 months old (although, we may at our discretion, consider issues older than this, if there is a compelling reason to do so - for example, if the complainant has been hospitalised and unable to contact us);
- An issue that has already been addressed through our complaints process;
- Anonymous complaints* as we have no point of contact to record and report our actions taken.

* although we do not accept anonymous complaints as formal complaints, we will investigate the nature of the complaint to ensure we are not failing in the delivery of our services.

Allegations of inappropriate conduct by Board Members or members of the Senior Management Team will be handled separately by the Company Secretary. All allegations will be taken seriously and investigated by an a party which is independent to the issues raised. If it is found that the Board Member or member

of the Senior Management Team has acted illegally, the Homes and Communities Agency may be informed.

First Contact Resolution

We aim to resolve all reports of dissatisfaction at first point of contact. Such complaints are logged in the same way as complaints that will be investigated formally to allow us to keep a record of the complaint.

In the event a complaint cannot be resolved at the first point of contact, the formal complaints process will be followed.

Formal Complaints

Where a complaint cannot be resolved informally, a formalised route is followed. We have a simple three stage procedure:

Investigation

Review

Appeal

This staged procedure is to ensure that even the most difficult and complex issues are resolved quickly. Our aim is to resolve most complaints within 8 weeks although we recognise that some complaints that progress through all three stages may take longer to resolve.

customer complaint, compliment & comments

The following gives information about what you can expect at each stage. Timescales are also given to show you when you can expect responses from us. If we cannot meet the timescales for responses, we will contact you and provide you with a revised date for when you will receive the response.

Investigation

We will:

- Acknowledge your complaint or contact you to request further information within two working days; when acknowledging, we will tell you when you will receive a response;
- Give you a unique personal reference number for your complaint;
- Provide you with the name and contact details of the investigating officer
- Provide you with a full response within 10 working days of the acknowledgement date;
- Tell you if our investigations will take longer than 10 days and give you a new response date.

If you believe that your complaint has not been fully investigated, you may request a review of the investigation. You must tell us within 10 working

days of the response date if you would like to request a review, providing details of what you believe we have failed to investigate.

Review

We will:

- Acknowledge your request or contact you to request further information within two working days; when acknowledging, we will tell you when you will receive a response;
- Provide you with the name and contact details of the reviewing officer;
- Meet with you to discuss your complaint;
- Provide you with a full response within 10 working days of the acknowledgement date;
- Tell you if our investigations will take longer than 10 days and give you a new response date.

If you believe, after the review, that your complaint has still not been fully investigated, you may wish to request an appeal against the reviewing officer's decision. You must tell us within 10 working days of the response date if you would like to appeal, providing details of what you believe have failed to investigate.

Appeal

We will:

- Arrange for you to meet the Appeals Panel within 28 working days of you requesting an appeal or contact you within 5 working days to request further information;
- Tell you that you can attend the panel with a friend or advisor;
- Send you a copy of the report that will be presented to the panel at least 5 working days before the hearing;
- Provide you with written confirmation of the appeal panel decision within 10 working days of the date that the panel was held.

This is the final stage in our complaints process. If you remain dissatisfied after completing the process, you may take your complaint to a “Designated Person”.

A Designated Person can be:

- Any MP in England
- Any Councillor in your local authority
- A recognised tenants panel*

The Designated Person might try to resolve the complaint locally so it does not have to go to the Housing Ombudsman but has the power to refer a complaint to the Ombudsman if they consider this to be the best option.

*Please note, Plus Dane does not currently recognise a Designated Tenants' Panel

If they do not wish to refer your complaint to the Ombudsman, they will inform you in writing, at which point you may refer your complaint to the Ombudsman yourself. Anyone acting in the capacity of a Designated Person will only consider your complaint once it has completed our internal procedure.

For further information on contacting a Designated Person, please contact us.

Alternatively, you may wait for 8 weeks following the completion of the internal complaints process and then refer your complaint directly to the Housing Ombudsman.

Petitions

A petition is when two or more people jointly complain about the same thing. Petitions will be logged and dealt with within the prescribed timescales of a formal complaint.

When a petition is received, we will request a nominated spokesperson from the list of petitioners with whom we will then correspond.

If at any stage we feel that our complaints process has been exhausted, we will refer our customers to the Housing Ombudsman Service.

Compensation

Where we have got things wrong we may offer compensation. The payment of compensation will depend on the type of service failure that you have encountered.

Any compensation granted will be offset against your account if there are any arrears or outstanding payments due.

Confidentiality

We treat all complaints in confidence. If your complaint is about a member of staff or contractor, we will not reveal your identity. However the nature of your complaint may make you identifiable.

Independent sources of help

If you need help or advice in making a complaint or want someone to act on your behalf, there are independent sources of help such as:

- Citizens Advice Bureau;
- Housing Aid Centre;
- Local Law Centre;
- Your local councillor or Member of Parliament;
- Your local tenants and residents group.

Compliments

If you have received a good service from us, tell us about it. Praise is a very important way of telling us where you feel our services are excellent or have improved. It can also help to acknowledge the actions of particular member of staff or team. It can be a great morale boost for our staff.

We will record praise to ensure we do not lose valuable information about service improvement and we will pass on praise to the relevant member of staff.

You can make a compliment through any of the ways described at the beginning of the leaflet or by returning the attached freepost form to us.

Comments

We value your ideas on how we can improve our service. We will record comments we receive as this is very important information for us and can be a valuable contribution towards the goal of continually improving the service we provide.

When we receive a comment, it will be logged and passed to the relevant service manager for consideration. Where appropriate, we will feed back to you on how we have acted on your comments.

You can pass us comments through any of the ways described at the beginning of the leaflet or by returning the attached form to us.

How we use customer feedback

We will use the feedback you give us to shape and improve the services that we provide. We will monitor feedback to allow us to

identify any trends or issues that we need to address.

At the end of our formal complaints process, we may ask you to complete a short questionnaire telling us about your experience of complaining to us.

Keeping you informed

We will prepare an annual report which will be made available to customers. For details of this, please contact us.

customer feedback form

If you need help completing this form, please contact us.

Title: Name:

Address:

..... Postcode:

Contact tel no:

Email address:

Please tick what you are using this form to tell us:

Complaint Compliment Comment

Tell us the nature of your complaint, compliment or comment:

.....
.....

Tell us what you would like to happen

.....
.....

Please sign and date this form

Signed:

Dated:

Please return this form to:

**FREEPOST RRLA-HLHU-UXGA
The Customer Relations Team
Plus Dane Group
172 Park Road
Liverpool
L8 6SJ**

equality & diversity monitoring

To help us ensure all our customers are treated fairly and not discriminate against, either directly or indirectly, on grounds of race, ethnic origin, gender, sexuality or disability, it would be helpful if you could fill out this form.

Please tick each box which best describes you.

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Transgender	<input type="checkbox"/>			
Age	under 25	<input type="checkbox"/>	25-59	<input type="checkbox"/>	60-74	<input type="checkbox"/>	over 75	<input type="checkbox"/>
White				British	<input type="checkbox"/>			
				Irish	<input type="checkbox"/>			
				Other	<input type="checkbox"/>			
Mixed				White & Black Caribbean	<input type="checkbox"/>			
				White & Black African	<input type="checkbox"/>			
				White & Asian	<input type="checkbox"/>			
				Other	<input type="checkbox"/>			
Asian or Asian British				Indian	<input type="checkbox"/>			
				Pakistani	<input type="checkbox"/>			
				Bangladeshi	<input type="checkbox"/>			
				Other	<input type="checkbox"/>			
Black or Black British				Caribbean	<input type="checkbox"/>			
				African	<input type="checkbox"/>			
				Other	<input type="checkbox"/>			
Chinese or other ethnic Group				Chinese	<input type="checkbox"/>			
				Other	<input type="checkbox"/>			
Gypsy/Romany/Irish Traveller								<input type="checkbox"/>
I do not want to give this information								<input type="checkbox"/>
Do you have a disability					Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
I do not want to give this information								<input type="checkbox"/>
What best describes your sexual orientation?				Hetrosexual/straight	<input type="checkbox"/>	Gay	<input type="checkbox"/>	
I do not want to give this information								<input type="checkbox"/>

Thank you. We will not pass on this information to anyone else and will only use it to monitor and ensure our services are delivered fairly.



0800 169 2988

[free from most UK landline phones]



0300 123 4560

[local rate from a mobile phone]



APPROVED

BY PLUS DANE GROUP
COMMUNICATIONS PANEL