

Plus Dane Housing

How to complain – Putting things right 😊

What is a complaint?

Our priority is to provide each of our customers with high quality services all of the time. Occasionally, you may wish to complain about the service you've received. When this happens, contact us so we can take steps to put things right, learn and make improvements. Our complaints procedure allows us to do this while dealing with problems quickly and fairly.

If you are unhappy with any Plus Dane service you have received, you can make a complaint. A complaint should be made as soon as possible and within six months of the issue coming to your notice.

Examples of issues that we don't consider to be complaints are:

- Neighbour disputes, unless you wish to complain about the way in which we have dealt with a closed case
- Issues where legal action has commenced and where a court or tribunal will decide the outcome
- Initial requests for a service, for example reporting a repair

How to make a complaint

Wherever possible we aim to resolve all complaints at the first point of contact. When you contact us please include the following information so we can resolve your complaint as quickly as possible:

- your name
- your address
- as much information as possible; and
- any actions you wish us to take to resolve your complaint

Contact us

	Online www.plusdane.co.uk/tell-us and follow the instructions to complete the form
	Customer Services on 0800 169 2988
	Email customer@plusdane.co.uk
	Visit us or write to us at: 172 Park Road, Liverpool, L8 6SJ or Shepherds Mill, Worrall Street, Congleton, CW12 1DT
	Complete and return the form at the back of this leaflet

Plus Dane Housing

What happens next?

Stage	We aim to acknowledge your complaint	We aim to respond to your complaint
Quick Resolution	Verbally or in writing on receipt of complaint	Verbally or in writing within 5 working days of receipt
1	In writing, within 2 working days of receipt	In writing, within 10 working days of the acknowledgment
2	In writing, within 2 working days of receipt	In writing, within 20 working days of the acknowledgment

For complaints that cannot be resolved quickly at the initial step (Quick Resolution). The formal complaint process (Stage 1 and 2) will be followed.

Stage 1 The investigating officer will contact you within 10 working days of receiving your complaint and will work with you to agree a suitable resolution. If you are unhappy with how your complaint has been resolved, you should talk to the officer to see if there is any more they can do to help you. If not, you may have the option of your complaint being reviewed.

Stage 2 A senior manager will review how the investigating officer investigated your complaint and whether they did all they could to resolve it.

We aim to respond to all complaints in the timescales noted above; however if a complaint is particularly complex it may be necessary to extend the time limits.

Do you need help making your complaint?

If you need help making your complaint, please let us know by email, telephone, by sending a letter or by visiting one of our offices in Park Road or Shepherds Mill.

If you would prefer, a member of staff can visit you in your home to discuss your concerns.

You can also get help from a friend or independent organisation to act as an advocate. You can also seek free advice from organisations such as the Citizen Advice Bureau or from your local councillor or MP. If someone else does deal with your complaint on your behalf, we will need your written permission to discuss the matter with them.

What if you're still not happy?

The Housing Ombudsman Service is an independent organisation which provides a free and fair way of dealing with complaints about housing organisations. It will generally only consider complaints that have been through both stages of our complaints procedure and referred by a designated person such as an MP, Councillor. Alternatively, you must wait for eight weeks to pass to contact the Ombudsman about your complaint.

Plus Dane Housing

How to Contact the Housing Ombudsman Service

Telephone: 0300 111 300

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

Compliments and Comments

We actively encourage all forms of feedback and use it all as an opportunity to improve. Please let us know if you've had a positive experience and we will use this information to inform future services. Additionally, we welcome any suggestions that you may have.

You can make a comment, compliment or suggestion via any of the methods mentioned previously or you can complete the form below.

Dealing with unreasonable complaints

If a complaint is pursued unreasonably, we reserve the right not to deal with it or to deal with it differently than outlined in our complaints policy. Additionally, a complaint will not be reopened unless new evidence has been provided.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act.

If a complaint is about a member of staff or contractor, we will not reveal your identity if you do not want us to. However, the nature of the complaint may make you identifiable.

Help and advice

If you need help understanding this summary or would like it in another format, such as large print, Braille or in a different language, or would like a full copy of the complaint policy, please contact us.

Learning from complaints

We regularly monitor how our complaints process is working and how satisfied you are with it.

It is important that we learn from the complaints we receive and use them to improve our services. We value your feedback as it gives an opportunity to put things right make improvements to our services. Each complaint and feedback received will be reviewed and any lessons learnt from the experience will be implemented. We will share these examples, via the "You Said, We Did" section of our website and in Unity magazine.

Plus Dane Housing

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:

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.....

Tell us what you would like to happen

.....
.....

Please sign and date this form

Signed: Dated: