



How to make a complaint



INVESTOR IN PEOPLE

How to make a complaint

We are committed to providing the best possible service for our customers but sometimes things can go wrong. It is important that you tell us when this happens, or when you think something could be better, so that we can make changes and put it right.

We take all complaints about our service very seriously because they make it clear to us where we need to improve. We will do our best to deal with your complaint promptly, fairly, and in confidence. If your complaint cannot be dealt with straight away, we will tell you who is dealing with your problem and what action is being taken so that you know what is happening.

Providing good service

What is a complaints procedure?

Our complaints procedure sets out how we will deal with complaints. We have a clear procedure so that you know that all complaints will be dealt with in exactly the same, fair way. It looks at complaints such as:

- if we have provided wrong or misleading advice
- if we have failed to follow our own policies and procedures
- if there have been delays in undertaking work
- if you believe we have discriminated against you
- if you believe we have treated you unfairly or rudely
- if we have failed to keep an appointment.

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What type of complaint is not covered by this procedure?

There are certain things which you cannot use this procedure to complain about:

- people or organisations who we do not control
- matters which are likely to lead to court or tribunal proceedings eg rent arrears.

How can I make a complaint?

You can complain in person, by telephone, in writing, by e-mail at enquiries@whgrp.uk.com or you can e-mail us via our website www.whg.uk.com. The easiest way is to fill in the complaints form enclosed in this leaflet. If you would like help with filling it in, please ask at your local housing office.

What is the difference between a complaint, an enquiry or a request for a repair?

If you contact us to see if you can have new kitchen units, it is an **enquiry**. If we fail to respond to this enquiry then it is a cause for **complaint**. If you contact us to report a faulty heating system it is a **request** for a repair. However if the request is not carried out in the time we say we will do it or to the standards specified it becomes a **complaint**.



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Our complaints procedure

Stage 1

In most cases we try to resolve your complaint immediately. Where it is possible to resolve your complaint within 24 hours, we will let you know what we can do by communicating with you in a way that suits you. If you have phoned in, you may want us to phone you back. If you have e-mailed in to whg, we can e-mail back, or if you have provided a phone number we can ring you to let you know how we have resolved the problem.

If you are not happy with how we have dealt with your complaint at Stage 1, you can request that we progress the matter to Stage 2 of our complaints procedure. If at Stage 1 we are unable to resolve the matter within 24 hours, we will automatically progress the matter to Stage 2 on your behalf.

Stage 2

Once your complaint has progressed to Stage 2, you will receive an acknowledgement within two working days of us receiving the complaint.

We may contact you to make sure we have all the facts we need so that we can fully investigate the problem. We will also check whether you need any support, such as language support, and will explain how your complaint will be looked into.

A team leader will then fully investigate your complaint and will reply to you within 10 working days.

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Stage 3

Once you have received our reply, if you feel that your complaint was not dealt with to your satisfaction at Stage 2, please let us know within four weeks with details of why you remain dissatisfied and what further action you would like us to take. A director will then review your case. You will receive an acknowledgement within two working days of us receiving the complaint. A full reply will be sent to you within 15 working days.

Stage 4 – The Appeal

If you are unhappy with the way your complaint has been dealt with you can appeal to your local board. This must be within four weeks of receiving our reply. Write to a director using the address listed on page 8 of this leaflet. Your complaint will be referred to a panel of local board members, which includes tenants.

When your case is considered, you will be invited to attend so that you can put forward your case in person. You can also bring a friend or representative with you. You will receive a decision from the panel within 10 working days.



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Independent Housing Ombudsman

If you are still unhappy with the decision made by the complaints panel, you can write to the Independent Housing Ombudsman at: [IHO, Norman House 105-109 The Strand London, WC2R 0AA](#)

The Ombudsman will check that you have taken your complaint through the four stages of our complaints procedure before taking your case on. If we have done something wrong, the Ombudsman will decide what needs to be done to put things right.

Can I get compensation?

whg offers compensation if we find that you have experienced an unreasonable loss of facilities or a serious failure of service.

More help available

There is a range of other help and advice available if you need assistance with the complaints process. Your local MP or Councillor may be able to help you and you can get free independent advice from the Citizens Advice Bureau. You can also speak to a solicitor, who may charge you for their advice, law centres or housing aid and advice centres.



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If you want to make a complaint on the grounds of age, disability, race or gender discrimination, you have up to six months from the date the incident took place to register your complaint in the County Court. The Commission for Race Equality (CRE) will be able to help you with issues of racial discrimination.

How well did we do?

It is important for us to know how well we dealt with your complaint so that we can continuously make improvements. Once your complaint is resolved, we will send you a feedback questionnaire asking whether you were happy with how we handled your complaint and the outcome you received. All the feedback we receive about our complaints service will be used to shape this service in the future.

Residents' Charter

whg is regulated by the Housing Corporation. It sets out the standards we have to meet to ensure our customers receive quality services. These standards are included in a Residents' Charter and copies are available on request.

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To contact us please call:

0300 555 6666

Always charged at **local rate**
– including from mobiles

Brownhills Housing Office

13 Silver Court
High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall
Elmore Court
Elmore Green Road
Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre
Thames Road
Blakenall
Walsall WS3 1LZ

Central Walsall Housing Office

2nd Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House
New Road
Willenhall WV13 2BG

Email us at enquiries@whgrp.co.uk

Please return your completed form to your local housing office

Name:

Address:

Daytime tel. no: Mobile:

E-mail:

If you are a customer, please tick your local housing office:

- Aldridge & Brownhills Bloxwich Central Walsall
 Darlaston Willenhall

Your complaint/appeal

Please use the box below to explain, in as much detail as possible, what your complaint/appeal is about. Please continue on extra sheets if you need to.

Are you appealing against a previous decision?

- Yes No

What do you think we should do?

Signed: Date:

Strictly Confidential

Complaint No: (for office use only)

By answering the following questions, you will help us to monitor the service we provide to everyone in the community. Please tick the relevant boxes. This information is for data analysis only and is confidential.

Are you: female male

Do you have a disability: yes no

What is your ethnic origin:

- | | |
|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Asian/Asian British: Pakistani |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Asian/Asian British: Bangladeshi |
| <input type="checkbox"/> White Other | <input type="checkbox"/> Asian/Asian British: Other |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Black/Black British: Caribbean |
| <input type="checkbox"/> Mixed: White & African | <input type="checkbox"/> Black/Black British: African |
| <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black/Black British: Other |
| <input type="checkbox"/> Mixed Other | <input type="checkbox"/> Chinese/Other Ethnic Group: Chinese |
| <input type="checkbox"/> Asian/Asian British: Indian | <input type="checkbox"/> Chinese/Other Ethnic Group: Other |

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English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সাথে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઇલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઈંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા માટે કહો.

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो फॉर्मेटों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

اُتْرَیح، تَرْجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.



Walsall Housing Group
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