

2 Stage Two

If you are not happy with the response, write to the Operations Director within four weeks of receiving the Stage One reply. Please explain why you are unhappy with the response.

At Stage Two, the Operations Director will acknowledge your letter within five working days and send a full reply within the next 15 working days. If this is not possible, we will explain why and let you know how long it will take.

3 Stage Three

If you are still not satisfied, write to the Chief Executive within four weeks of receiving the Stage Two reply. Please explain why you are unhappy with the response (if you respond after the four week deadline then we will normally pass your complaint back to Stage One).

At Stage Three the Chief Executive will acknowledge your letter within five working days. Within four weeks we will set up a panel consisting of the Chief Executive and two Board members. If you wish, you can present your case in person to this panel. A friend or advocate can attend with you.

Whether or not you attend the panel you will receive a full written reply as soon as possible, normally within 15 working days of the panel meeting.

If you are still not satisfied with the response you can contact the Independent Housing Ombudsman on

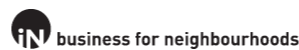
Tel: 08457 125 973
or at **81 Aldwych, London. WC2B 4HN**



This information can be made available in other languages, in Braille or in large print on request.

York Housing Association 2 Alpha Court, Monks Cross Drive, Huntington, York YO32 9WN
T: 01904 636061 | **F:** 01904 612623 | **E:** info@yorkha.org.uk | www.yorkha.org.uk

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How to Complain



York Housing Association aims to provide a high quality service to tenants, others who use our support services and those applying for housing.

Please let us know if you are not satisfied with any aspect of our service. Your views are important and we use feedback and complaints to improve the services we provide.

Complaints could be about the way in which we:

- ▶ allocate housing
- ▶ provide support services
- ▶ do repair jobs or fit aids and adaptations
- ▶ deal with anti-social behaviour

Although we try to resolve all complaints at an early and informal stage we recognise that things can occasionally go wrong and making a formal complaint is necessary. This procedure is for our existing customers and applicants for housing. It may also be appropriate for other individuals or organisations to follow this procedure and we will look at each case on its merits.

Do you have a complaint about our service?

Our Customer Service Standards leaflet sets out what you can expect from us. Please ask for a copy.

If you are not satisfied with any aspect of our service (this includes the services of people acting on our behalf, such as repair contractors), please follow our Complaints Procedure as set out in this leaflet.

What we will do

We take complaints seriously and investigate them thoroughly.

We will investigate all complaints in line with our Confidentiality and Data Protection Procedures. If you have a complaint about a specific staff member, we will make sure that someone else deals with it. At each stage we will offer you the chance to meet with a member of our staff to discuss your concerns in more detail and try to agree a way forward. Any meeting will be arranged for a time to suit both parties, taking account of any work, religious or other commitments you may have.

If you need help to progress your complaint, for example, you need an interpreter because your first language is not English or you are deaf, we can arrange this.

We will not deal with complaints that are:

- ▶ unreasonable
- ▶ anonymous

If we find we have made a mistake or treated you unfairly, we will give you an apology and, if possible, put the mistake right.

If we find we have acted fairly and in line with our policies and procedures, we will explain fully.

In some cases we will offer compensation. Please ask for a copy of our Compensation Policy.

How to make a complaint

If you have a general worry or concern, please approach a member of staff. They will try to resolve the problem at an early stage.

If the matter is not resolved or the complaint is more serious, you may want to make a formal complaint. To do so, please follow the stages below - **1**, **2** and **3**.

We understand that some people find it difficult to complain and we want to make the process as easy as possible. If you can't fill in the Complaint Form yourself, or would prefer not to put your complaint in writing, please ask a relative, friend or advocate to help you with your complaint. If this is not possible please ask any member of our staff to help you.

1 Stage One

If you are a tenant, someone who receives a support service from us or an applicant, write to the Housing Manager using the Complaints Form enclosed with this leaflet.

We will acknowledge your letter within five working days and let you know who will be dealing with the complaint. We will send a full reply within the next 15 working days. If this is not possible, we will explain why and let you know how long it will take.