



**YorkHousing  
Association**

# ▲ Making a Complaint

## ▲ 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 5 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.

## ▲ 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 5 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 Housing Ombudsman Service on 0845 712 5973, or at 81 Aldwych, London WC2B 4HN



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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 could help us to improve our standards.

### **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

### **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 Procedure. If you have a complaint about a specific staff member, we will make sure that someone else deals with it.

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.

If you can't fill in the **Complaint Form** yourself please ask a relative, friend or advocate to help. If this is not possible a member of our Housing Services Team can help. Please ask.

### **▲ Stage One**

If you are a tenant, someone who receives a support service from us or an applicant, write to the Operations Manager using the standard **Complaints Form** (Please ask for a form).

Please let us know if you would like to meet with the member of staff dealing with your complaint.

We will acknowledge your letter within 5 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.