

Feedback – Compliments, Comments & Complaints

We aim to provide good quality services so your feedback is really important to us.

We want to hear from you if:

- We've done something really well;
- We could do things better;
- We've failed to do something we said we'd do;
- We've not followed our policies or procedures;
- You have a suggestion.

How can I give feedback?

The quickest way is to call us on 01202 319119, or visit our website www.stonewater.org, send us an email: customerfeedback@stonewater.org, write to us at Suite C, Lancaster House, Grange Business Park, Enderby Road, Leicester LE8 6EP

Complaints

Who can make a complaint?

If you receive a service from us you can make a complaint.

What we won't deal with as a complaint:

- If it's the first time you've let us know there's a problem
- It's a service not provided by Stonewater
- It's over six months old unless there are mitigating circumstances
- It relates to a policy approved by the Board unless it's about failure to comply
- It's about anti-social behaviour, unless it relates to how we dealt with a case
- It's previously been through the complaints process
- It relates to the annual rent review
- It's an existing complaint where an MP, Councillor or other representative has been engaged
- It relates to a service charge unless the service has not been delivered or there's been a mistake in the calculation
- Where an appeal body or tribunal is dealing with the issue
- Where matters are subject to civil or criminal court proceedings.

What happens next?

- You'll need to give us as much information as possible as to why you're not happy and we'll contact you if we need more information
- We'll write to you to let you know that we've received your complaint and tell you who will be dealing with it and by when.

Putting things right

There are lots of ways we can put things right if we've got something wrong. We can:

- Say sorry
- Give you an explanation or more information
- Where its decided repairs are needed we'll get these done
- Learn from your complaint to improve a service
- Make sure staff are provided with guidance and support

What if I'm still not happy?

You can:

- Ask for your complaint to be reviewed. You must do this within 15 working days of our response. A senior manager will undertake the review and get back to you within 10 working days. If longer is needed we'll let you know.
- If you're still not happy you can ask the Customer Complaint Panel to review your case. You must do this within 15 working days of our response. The Panel will then meet and make their recommendations within 5 days of their meeting
- The Customer Complaint Panel is completely independent of our complaints process; it's recognised by Stonewater and the Housing Ombudsman Service and is made up of members who are also tenants of Stonewater
- If you don't want the Customer Complaint Panel to look at your complaint you don't have to. Instead, you can ask your MP or Councillor to act on your behalf. You can also wait eight weeks from the date you receive our final response letter and contact the Housing Ombudsman Service directly
- Your MP, Councillor or the Customer Complaint Panel can also refer your case directly to the Ombudsman if they think your case is serious enough.

Can someone else complain on my behalf?

Yes, as long as you've given us your written permission to discuss your case with them.

The Housing Ombudsman Service

- If you've completed our internal complaints process, and eight weeks has passed since the date of our final response the Housing Ombudsman Service may consider your complaint.
- The Housing Ombudsman can instruct us to take certain actions if they're not satisfied with the service we've provided.

You can contact the Housing Ombudsman Service at:

Post: Housing Ombudsman Service, PO BOX 152, Liverpool, L33 7WQ

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Minicom: 020 7404 7092

Fax: 020 7831 1942

Financial Ombudsman Service

This is an alternative service to the Housing Ombudsman Service and for customers who have a complaint about Consumer Credit activities. You can approach them directly after completing our internal complaints process.

Royal Institution of Chartered Surveyors Ombudsman Service (RICS)

This is an alternative service to the Housing Ombudsman Service for leaseholders, private owners or commercial tenants. You can approach them directly after completing our internal complaints process.

You'll find Stonewater's Compliments, Comments and Complaints Policy on our website.

For more information please visit our website www.stonewater.org