



Complaints and Customer Feedback



Better Homes • Stronger Communities

This leaflet explains how North Lincolnshire Homes intends to deal with customer complaints, comments and compliments.

Customer feedback is very important to us regardless of whether it is good or bad. We encourage our customers to let us know what they think about the services we deliver so that we can learn from our mistakes and replicate our successes.

Definition

Customer feedback is defined as a complaint, a comment or a compliment.

A comment is a suggestion for making the service better.

A compliment is when someone is very happy with the service that we have provided when “we have gone the extra mile”.

A complaint is when someone tells us they are not satisfied with the quality of service that we have provided, where we have a responsibility to provide that service. Complaints can also be received from groups of customers.



Comments

Whilst there is a natural inclination to think of feedback as primarily being about complaints, it is important that we encourage and consider customers' suggestions on how things could be improved.

Compliments

Similarly North Lincolnshire Homes wishes to encourage compliments in order to celebrate success and reward outstanding customer service.

Complaints

Whenever a customer expresses dissatisfaction with the company or the services we provide we will try to resolve the matter immediately. All North Lincolnshire Homes employees are encouraged to work with customers to put things right. After a matter has been put right we shall send a letter of apology to the customer. In some instances it may not be possible to resolve the matter straight away and so customers will still have the right to make a formal complaint.

North Lincolnshire Homes delivers a three stage complaints management process. At stage one your complaint will be registered and then given to a Senior Manager to investigate.



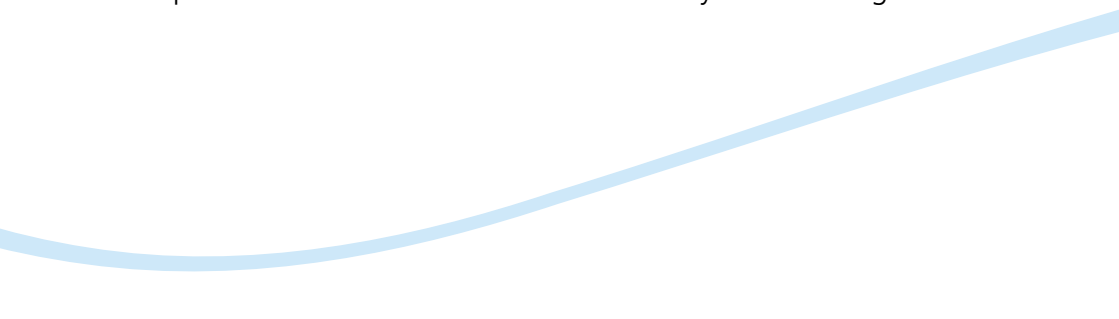
The manager will aim to contact you within five working days of receiving your complaint so that they can discuss the matter in person. At this first stage we aim to satisfactorily resolve your complaint within a total of ten working days.

Where a complaint has been received from a group of customers, the manager will arrange a meeting with an appointed group representative/s, wherever possible, to hear first hand what the grievance is and how they would like to see it resolved.

If the complaint cannot be resolved to your satisfaction you may request your complaint is heard at stage two.

Stage two complaints are investigated by the appropriate Company Director who will carry out a new review of your complaint. As at stage one, the director will contact you to discuss the matter in person with the aim of reaching an agreement and resolving your complaint within ten working days. We may offer to introduce an independent mediator to assist with the case. If your complaint cannot be resolved to your satisfaction at this stage, then you may request your complaint is heard at stage three.

Stage three is the final stage in North Lincolnshire Homes own complaints procedure. At stage three you will be invited to attend a meeting where an Appeals panel consisting of members of the company's Management Board and members of the Executive Management Team shall consider your complaint. A final decision shall be sent to you in writing.



The Housing Ombudsman Service

If, after the Appeals Panel has heard your complaint, you are still dissatisfied with the outcome, you may refer the matter to the Housing Ombudsman Service.

Everyone is entitled to use this service to assess their complaint, however the Housing Ombudsman will not investigate until your complaint has been through the North Lincolnshire Homes complaints procedure.

Housing Ombudsman Service

81 Aldwych
London
WC2B 4HN

email: info@housing-ombudsman.org.uk

tel: 020 7421 3800

lo-call: 0845 7125 973

minicom: 020 7404 7092

fax: 020 7831 1942





Support for customers making a complaint

Some customers may find it difficult to express themselves for whatever reason and so we shall always be open to customer feedback however it is expressed. In addition, customers are encouraged to get support from third parties, family members and other agencies such as the Citizens Advice Bureau.

What you can expect to come of your complaint

In trying to seek a resolution to your complaint, the following outcomes will be considered:

- An explanation of why things worked out as they did.
- An apology with an explanation of how things went wrong.
- An explanation of how the complaint has been used to improve services.
- A commitment to reviewing procedures.
- A payment as a goodwill gesture or as compensation.

Visit us online
www.nlhomes.org.uk

The proposed outcome of your complaint will be largely determined by what you feel is a reasonable way to resolve your complaint.

Compensation payments

In cases where service failure has contributed to financial or personal losses we may offer to pay compensation as part of the complaint's resolution. Any request for compensation will be considered on an individual basis. All compensation payments will be monitored by the North Lincolnshire Homes Executive Management Team.

Learning

North Lincolnshire Homes needs to learn from your feedback in order that mistakes are not replicated in the future and success is built upon. In many cases the commitment to change procedures will form part of the resolution of a complaint so it is vitally important that the actions are followed up.

All customer feedback will be recorded and monitored regularly by Community Voice and by the North Lincolnshire Homes Management Board.



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的信思，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 (Urdu) اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

North Lincolnshire Homes Limited

Registered Address

Meridian House • Normanby Road • Scunthorpe
North Lincolnshire • DN15 8QZ

Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

TELEPHONE 01724 279900
FREEPHONE 0800 032 63 63

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