

Customer Feedback

Compliments, Comments and Complaints



Customer Feedback

At Derwentside Homes we aim to provide you with the best possible service at all times. Sometimes you may have a query or want to give us your views on a particular service. We also realise that we don't always get everything right and you may not be happy with the service provided. To help us improve, we welcome your feedback about all aspects of our service.

Spending money wisely

We aim to get the most out of the money we have available to deliver services to you. You can help us by:

- telling us if you are happy with the service you have received;
- telling us if you have any suggestions to improve the services we provide;
- telling us if you are unhappy with the services you have received.

If you are happy with our services or a member of staff

We are always pleased to hear when you are happy with our service or if a particular member of staff has gone out of their way to help you. It is important to say thank you for good work, and a compliment encourages people to do even better in the future. We can learn from these compliments and thank the member of staff involved in providing the service.

If you have a comment on our service or a member of staff

We are equally pleased to receive your comments. If you have a good idea, please share it with us. It may benefit not only you and your family, but also other people living in one of our properties, or in the local community.

If you have an idea and we use it to improve our services, we will give you £100 worth of high street vouchers.

If you have a complaint about our service or a member of staff

If you're unhappy with the service you have received, please tell us. Your complaint will help us put things right and improve our service to you and other customers. Our first priority will always be to try and resolve your issue fairly and as quickly as possible.

What is a complaint?

- We have done something badly or wrong;
- We did not meet our service standards;
- We didn't do something we agreed to do;
- We gave you wrong information;
- We treated you unfairly or rudely.

What the complaints procedure won't deal with

- A first time request for a repair to be carried out;
- An insurance claim;
- Information or an explanation of Derwentside Homes' policy or practice.

Derwentside Homes reserves the right not to investigate a complaint where the subject of the complaint occurred more than 12 months ago or where in the view of the appropriate Service Director, the complaint is unclear, mischievous, vexatious or frivolous. In these cases you will be notified within 15 working days.





Stage 1 - Investigation by Service Area Manager

We will:

- contact you about your complaint within one working day of the complaint being registered and discuss what needs to be done to resolve the issue;
- acknowledge receipt of your complaint, in writing, within five working days providing you with the name of the member of staff responsible;
- investigate the complaint;
- try to resolve your complaint within 15 working days and a letter will be sent to inform you of the outcome; where this is not possible, you will be kept informed of progress and we will advise you of a target date when we hope to have your complaint resolved.

If you are still not happy that we have dealt with your complaint appropriately, you can proceed to stage 2.

Stage 2 - Investigation by Head of Service

If you are not satisfied with our response, you can ask for your complaint to be investigated under Stage 2 of our complaints procedure. You must do this within 28 days.

The appropriate Head of Service will investigate your complaint. We will acknowledge all stage 2 complaints within five working days and reply to your complaint within 15 working days.

If you are still not happy that we have dealt with your complaint appropriately you can proceed to stage 3.

Stage 3 - Investigation by a Director of Derwentside Homes

Once you receive a response to your complaint, if it remains unresolved or you are unhappy with our response, you can ask for an independent director who has not been involved previously with your complaint to look at your case. You must do this in writing within 28 days. The director will consider the complaint you have made and the responses that we have given and will aim to respond to you within 15 working days. The director will have the option if necessary to refer the case to the Chief Executive and sub committee of the Board.

Where a complaint is complicated, it may take longer to deal with and because we want to get it right, we may not be able to respond within this timescale. If this happens, we will give you a date when we will aim to respond fully to the issue.

This is the end of our complaints procedure.

What can we do if we have made a mistake?

We can take various steps to put things right. We can:

- apologise;
- carry out work such as repairs;
- review a policy;
- change a decision;
- improve procedures and train staff in any changes.

We will do our best to resolve your complaint to your satisfaction without you needing to do anything else. If we find you have been disadvantaged in some way, we will consider paying compensation.

Generally, we pay compensation where we have caused you distress, inconvenience or financial loss. Please refer to our Compensation Policy for further details.

How do we monitor complaints?

We report all complaints to our Performance Committee every three months.

Names and addresses are kept confidential but we pass on the reason for the complaint, the outcome and how we performed in terms of dealing with the complaint. Once we have resolved your complaint, we will invite you to take part in a short satisfaction survey about the way we handled it. This helps us to improve our services to you.

The Housing Ombudsman Service

Finally, if we have been unable to resolve your complaint to your satisfaction, you can contact the Housing Ombudsman Service. This is a free, independent service. Their contact details are:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Phone: 0207 421 3800

Lo – Call: 0845 7125 973

Minicom: 0207 404 7092

Fax: 0207 831 1942

E-mail:
info@housing-ombudsman.org.uk



This leaflet explains how we deal with customer feedback. If you would like it translated or in a different format, contact us at the address below.

中文
Chinese

此传单解释了我们处理客户反馈的方式。如果您需要翻译版本或其他格式，请按如下地址与我们联系。

हिंदी
Hindi

ये लीफलेट बताता है कि हम ग्राहकों की प्रतिक्रिया से कैसे निपटते हैं। यदि आपको ये अनुवादित रूप में या अन्य किसी फॉर्मेट में चाहिये, तब नीचे दिये गए पते पर हमसे संपर्क करें।

Magyar
Hungarian

Ez a szórólap elmagyarázza Önnek, hogyan kezeljük az ügyfeleinktől kapott visszajelzéseket. Ha szeretne fordítást kapni róla, vagy más formátumban szeretné olvasni, forduljon hozzánk az alábbi címen.

Latviešu
Latvian

Šajā brošūrā paskaidrots, kā mēs izturamies, ja saņemam klienta atbildes. Ja jūs vēlaties, lai to iztulko vai vēlaties to citā formātā, sazinieties ar mums izmantojot turpmāk minēto adresi.

Lietuviškai
Lithuanian

Šiame informaciname lapelyje paaiškinta, kaip mes reaguojame į klientų atsiliepimus. Jeigu norėtumėte teksto vertimo arba kitu formatu, susisiekti su mumis toliau nurodytu adresu.

Polski
Polish

Ulotka wyjaśnia, jak zajmujemy się opiniami naszych klientów. Jeśli potrzebne jest tłumaczenie lub inny format dokumentu, prosimy o kontakt z nami pod poniższym adresem.

ਪੰਜਾਬੀ
Punjabi

ਇਹ ਇਸਤਿਹਾਰ ਇਹ ਵਿਆਖਿਆ ਕਰਦਾ ਹੈ ਕਿ ਅਸੀਂ ਗਾਹਕ ਫੀਡਬੈਕ ਤੇ ਕਿਵੇਂ ਕੰਮ ਕਰਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اردو
Urdu

یہ لیفلٹ وضاحت کرتا ہے کہ ہم گاہکوں کی فیڈ بیک (بازرسی) کے ساتھ کیا سلوک کرتے ہیں۔ اگر آپ اس کو ترجمے یا کسی اور شکل میں حاصل کرنا چاہتے ہیں، تو مندرجہ ذیل پتے پر ہم سے رابطہ کریں۔



Customer Services

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Greengates House,
Amos Drive,
Greencroft Industrial Park,
Stanley,
County Durham
DH9 7YE



0800 783 9295 or 01207 521 100



customer.services@derwentsidehomes.co.uk



www.derwentsidehomes.co.uk