Let's talk about...

COMPLAINTS

3

Chester & District Housing Trust

We always aim to provide excellent services, but we can't do this without knowing what you think we do well and where we need to improve

COMPLAINTS

Occasionally, we may unintentionally do something which causes you a problem or inconvenience. Some issues, such as missed appointments, may be easily solved. Other issues may be more important to you and more complicated to resolve. If you wish to take things further, you can make an official complaint.

You might wish to make a complaint about us in the following circumstances:

- We have not acted as quickly as we promised
- We have provided a service that has been done incorrectly, or below standard
- We have not done something that we should have
- We have treated you unfairly or impolitely

Most complaints are simple to resolve and can be dealt with quickly. A phone call or letter will usually sort things out.

In this case your complaint will be recorded and monitored to give you as speedy a resolution as possible.

You do not have to be a Trust tenant or leaseholder to make a complaint, but we ask that you tell us how you have been directly affected by what we have done or not done. We are unable to investigate a complaint where you have not been directly affected but you may represent someone who has, but only with their consent.

There are two stages to the complaints procedure.

Stage 1

If you make a complaint you will:

- Receive an acknowledgement of your complaint within two working days
- Be given a decision on the matter within 10 working days, with a clear reason why we accept or reject your complaint

Sometimes it will not be possible to reach a decision on the matter within 10 working days, but in these cases you will be kept informed about the delay.

If we accept your complaint we will let you know what we are going to do to put things right. If your complaint is not upheld, you will be given the reason why and the steps to take should you disagree with the decision.

If you tell us that you disagree with our decision, the Performance and Quality team will make a quick review of the issue to see if there is any information that we have overlooked that might change the outcome.

If we are unable to help you further at this stage, we will recommend that your complaint is progressed to stage two.

Stage 2

Appeal to the Trust Board

You will receive an acknowledgement of your stage two complaint within two working days.

Up to three Board Directors will meet you personally to listen to your concerns and make an independent judgment about your complaint.

We will try to arrange a panel meeting within 20 working days after you have told us that you wish to proceed to stage two. In some cases a decision can be made on the day, in others you will receive a response within five working days.

The Housing Ombudsman Service

This service is available to tenants and leaseholders only.

If you still disagree with our final decision you can contact the Housing Ombudsman Service at 81 Aldwych, London WC2B 4HN.

Putting things right

There are various ways we can put things right if we have got something wrong. We can:

- Make an apology
- Take remedial action
- Award compensation for any damage, loss or inconvenience in accordance with our compensation policy

Learning from complaints

The Trust uses complaints positively to identify where services can be improved.

If this means making immediate changes or implementing longer term changes, the Trust will monitor the situation to make sure that the complaint does not recur.

The Trust's Complaints Form

(Please continue on a separate sheet if necessary)

Name _____

Address _____

_____

_____

_____

_____

Contact phone numbers:

_____

_____

_____

_____

_____

E-mail _____

What happened/did not happen? And when?

_____

_____

_____

_____

_____

_____

_____

How long has this directly affected you?

_____

What do you think we should do to put things right?

_____

_____

_____

_____

_____

_____

_____

Have you told us about this before? _____

NOTES

IF YOU WANT TO KNOW MORE, PLEASE CONTACT US:

Online
Web: www.cdht.org
Email: info@cdht.org

By phone
Freephone: 0808 100 7701

Lines open
Monday to Thursday
8am—6pm
Friday 8am—5pm

Fax: 01244 305690
Minicom: 01244 305500

BY VISITING US AT:

Chester — Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ.
Monday to Friday
9am—4.45pm

Lache — Neighbourhood Office
89a Cliveden Road
Lache, CH4 8DT.
Mon, Tues, Thurs and Fri
9am—12pm

Blacon — Neighbourhood Office
17—18 The Parade
Blacon, CH1 5HW.
Monday to Friday
1.30pm—4.30pm

RESIDENT INVOLVEMENT

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!**

Interested? Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also available in

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