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Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

O panfleto "Como Apresentar Queixa" [How to Complain] também se encontra disponível em outras línguas, impressão em larga escala, e formato áudio conforme pedido.

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔
یہ کتابچہ شکایت کس طرح کریں [How to Complain] درخواست کرنے پر دیگر زبانوں،
بڑے پرنٹ، اور آڈیو کی شکل میں بھی دستیاب ہے۔

تتوفر هذه النشرة 'طريقة تقديم الشكاوي' [How to Complain] في لغات أخرى، وطبعة مكبرة،
وعلى شكل شريط سمعي عند الطلب.

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。
本宣传手册“如何进行投诉”[How to Complain]，如有需要我们可以提供其它语言版本、大字体印刷版、以及语音版。

This leaflet is available on our website at
www.festivalhousing.org

You are also welcome to contact us by e-mail at
info@festivalhousing.org

Elgar Housing Association
Partnership House
Groewood Road, Malvern Link
Worcestershire WR14 1GD
Phone: 01684 579579
Minicom: 01684 579546

Spa Housing Association
The Royal Exchange
9 Queen Street, Droitwich Spa
Worcestershire WR9 8LA
Phone: 01905 823100
Minicom: 01905 823127

Elgar Housing Association
57 New Street, Ledbury, Herefordshire HR8 2EA
Phone: 01531 638400

Spa Housing Association
Charland Court, Westlands, Droitwich WR9 8HH
Phone: 01905 795122



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How to
complain



business for neighbourhoods



How to complain

Who can complain?

If you are a tenant, shared owner, leaseholder or someone applying to Elgar Housing Association or Spa Housing Association for housing, and you are not happy with the service you receive, you have a right to complain.

If you receive support services from someone other than Festival Housing Group and you have a complaint about that service, you will have to make that complaint to them direct.

What is a complaint?

A complaint is an expression of dissatisfaction about Festival Housing Group's standard of service, actions or lack of action.

What is not a complaint?

A complaint is not a request for a service (*for example, reporting a repair*) a criticism of a policy or about someone else (*for example, a noisy neighbour*).

How will we deal with the complaint?

Your complaint will be dealt with quickly using the stages listed on

the next page. We will investigate the complaint fully and tell you, in writing, how it is progressing at all formal stages. You need to tell us when you feel that we have dealt with the complaint satisfactorily. We would like to know if you are satisfied with the way we deal with your complaint and the outcome. If you feel that we have not dealt with the complaint properly, we will tell you about the next stage.

The complaints procedure

Before you make a formal complaint, you should contact the appropriate member of staff (either by phone or personal visit). They will try to sort out the problem. If you are not sure who to contact, please ask a Customer Service Advisor.

Formal procedure - stage 1 Investigation by an 'independent' officer

At this stage the Chief Executive or Executive Director's office will acknowledge your complaint, in writing, within **five working days**

of receiving it. We will then pass your complaint to an investigating officer - normally a member of the resident involvement team. This officer will fully investigate the circumstances to do with the complaint and will normally respond in full within **15 working days**. All complaint investigations involve personal contact. If we need to extend to this timescale, we will agree this with you.

The response will clearly show the next stage in the procedure and we will ask you to write and let us know whether you are satisfied or want to take your complaint forward. If you do, you must do so within **15 working days** of the date of our response.

Formal procedure - stage 2 – Review by director

If you are not satisfied, you can ask for the complaint to be passed to a Director, normally the Executive Director of Elgar and Spa Housing Associations. The director will review the complaint and how we have handled the complaint so far. This review usually involves contacting you, and the director will aim to respond, in writing, within **15 working days** of your request. The response will clearly show what the next stage in the procedure is and ask you to write and let us know whether you are satisfied or want to continue. You will have **15 working days** from the Director's response to do so.

Formal procedure - stage 3 Complaints panel

If you are still not satisfied, the director will hold a meeting, of a complaints panel, which will be made up of three board members and will take place within **30 working days**.

Independent Housing Ombudsman Service

At the end of the complaints procedure you can refer your complaint to the Independent Housing Ombudsman Service. You can get more details from any of our offices or the tenants' handbook. If appropriate, we can miss out a stage of the complaints procedure.

