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 **01684 579579**

Este panfleto, com a designação "Como Reclamar (manutenção e reparações)" [How to Complain (care and repair)], também se encontra disponível em outros idiomas, impressão em formato grande e áudio sob pedido.

কিভাবে অভিযোগ করবেন (যত্ন ও মেরামতি) [How to Complain (care and repair)] নামে এই পুস্তিকা অনুরোধ করলে অন্য ভাষায়, বড় বড় হরফে মুদ্রণ এবং শ্রবণের টেপে প্রাপ্ত হয়।

یہ پرچہ جسے شکایت کس طرح کریں (نگہداشت اور مرمت) [How to Complain (care and repair)] موسوم کیا جاتا ہے، درخواست کئے جانے پر، مختلف زبانوں، بڑے پرنٹ اور آڈیو فارمیٹ میں بھی دستیاب ہے۔

小冊「如何投訴（照護與修繕）」[How to Complain (care and repair)]有多種語言版、大字體版以及錄音帶版供閣下索取。

This leaflet is available on our website at  
**[www.festivalhousing.org](http://www.festivalhousing.org)**

You are also welcome to contact us by e-mail at  
**[care&repairinfo@festivalhousing.org](mailto:care&repairinfo@festivalhousing.org)**

**Care and Repair  
South Worcestershire**

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**We are open Monday to Friday from 9am to 5pm.**



FEST020



How to  
**complain**

**Care and Repair**  
SOUTH WORCESTERSHIRE



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## How to complain

*'Helping elderly, disabled and low-income homeowners and tenants to live in homes that are warm, safe, secure and adapted to their needs'*

### How to complain

#### Who can complain?

You have a right to complain if you are not happy with the service that you receive from us.

#### What is a complaint?

A complaint is an expression of dissatisfaction about our standard of service, actions or lack of action.

#### What is not a complaint?

A complaint is not a request for a service (for example, asking for an adaptation) or a criticism of a policy.

#### How will we deal with the complaint?

We will deal with your complaint quickly using the stages listed on the next page. We will investigate the complaint fully and tell you how it is progressing, in writing, at all formal stages. You must tell us when you feel that we have dealt with your complaint satisfactorily. If you feel that we have not dealt with your complaint properly, we will tell you the next stage.

### The complaints procedure

#### Stage 1

Contact the appropriate member of staff who will try to sort out the problem. If you are not sure who to contact, contact us at the civic centre in Pershore.

Stage 2 is the first stage of the formal complaints procedure.

#### Stage 2

If you are not satisfied with the response at stage 1, you should fill in a complaints form which you can get from the agency office. The Chief Executive of the Festival Housing Group (which we are a part of) will appoint an investigating officer and he or she will acknowledge the complaint, in writing, within five working days. You will receive a full reply within 10 working days.

#### Stage 3

If you are still not happy, you should appeal to the Executive Director of the Care and Supported Housing Division.

#### Stage 4

If you are still not satisfied at this stage, a complaints panel made up of members of the Festival Housing Group Board will deal with your complaint. This is the last stage of our complaints procedure.

If you are a housing-association tenant and have a special complaint about your landlord, and you are still not satisfied, you can have the complaint examined by the Independent Housing Ombudsman. You can get details of how to do this from your landlord's area office or from your tenant's handbook.