



Plus Dane Housing

# COMPLAINTS

COMMENTS &  
*Compliments*

## **Complaints**

We understand that sometimes, despite our best efforts, we might get things wrong and you might want to submit a complaint.

When this happens, contact us as soon as possible so we can take steps to put things right, learn and make improvements. Our complaints procedure allows us to do this while dealing with problems quickly and fairly.

### **What is a complaint?**

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by us, our colleagues, or those acting on our behalf, affecting an individual resident or group of residents.

If you are unhappy with any Plus Dane service, you can make a complaint. A complaint should be made as soon as possible and within six months of the issue coming to your notice.

Examples of issues that we consider to be complaints can be about:

- the standard of service we provide
- any action or lack of action by us affecting an individual or a group
- the behaviour of our colleagues or anyone acting on our behalf

Examples of issues that we don't consider to be complaints are:

- Neighbour disputes unless you wish to complain about the way in which we have dealt with a closed anti-social behaviour case.
- Where legal action has started or where a court or tribunal will decide the outcome
- Initial requests for a service, for example reporting a repair or a neighbour nuisance.

### **How to make a complaint?**

The quickest way to get a response is to contact us directly – either in person, by email, phone or letter, you can complete the form at the back of this leaflet or you can make a complaint using the online form on our website.

If you would prefer, a colleague can visit you in your home to discuss your concerns.

Please ask one of our colleagues if you need any help making a complaint.

You can also get help from a friend or independent organisation to act as an advocate, or seek free advice from organisations such as the Citizen Advice Bureau or from your local councillor or MP. If someone else does deal with your complaint on your behalf, we will need your written permission to discuss the matter with them.

## How to contact us?

Via our website <a href="http://www.plusdane.co.uk/complaints">www.plusdane.co.uk/complaints</a>
Call Customer Services on 0800 169 2988
Complete and return the form at the bottom of this leaflet via post or email or hand it to a member of staff
Email <a href="mailto:complaints@plusdane.co.uk">complaints@plusdane.co.uk</a>
Report your concerns to a one of our team
Write to us at our registered head office
Via social media, for example Facebook or Twitter
Through surveys

## What happens next?

Once we receive your complaint we will:

- record and acknowledge your complaint within 5 working days of receipt
- Investigate your complaint, we may need to contact you during this time
- respond to your complaint in writing within a further 10 working days

**Stage 1** The investigating officer will contact you within 10 working days of recording your complaint and will work with you to agree a suitable resolution. If you are unhappy with how your complaint has been resolved, you should talk to the officer or the Customer Relations team to see if there is any more, they can do to help you. If not, you may have the option of your complaint being reviewed.

**Stage 2** If you're unhappy with our response to your complaint or the way it was handled, you can ask for a review. Details about how you can do this will be included in our initial response to you. We aim to issue our reply within 20 working days once we understand the reasons why you remain dissatisfied.

We aim to respond to all complaints in the timescales noted above; however if a complaint is particularly complex it may be necessary to extend the time limits.

## What if you're still not happy?

You are eligible to contact the Housing Ombudsman Service at any time about your complaint for advice and support. This is an independent service which provides a free, fair, and impartial way of dealing with housing disputes between residents and landlords.

Generally complaints escalated to the Housing Ombudsman will have been through both stages of our complaint's procedure. If we are unable to resolve your complaint you can contact a designated person such as an MP or Councillor who can help find a solution. Alternatively, you can go directly to the Ombudsman, but you must wait eight weeks after we have given you our final response.

You can find contact details for you MP by calling 020 7219 4272 or through the UK Parliament website <https://members.parliament.uk/members/commonswww>.

## **How to Contact the Housing Ombudsman Service**

Telephone: 0300 111 300

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Website: <https://www.housing-ombudsman.org.uk/contact-us/>

## **Compliments and Comments**

We actively encourage all forms of feedback and use it all as an opportunity to improve. Please let us know if you've had a positive experience and we will use this information to inform future services. Additionally, we welcome any suggestions that you may have.

You can make a comment, compliment, or suggestion using any of the methods mentioned previously.

## **Dealing with unreasonable complainants**

If a complaint is pursued unreasonably, we reserve the right not to deal with it or to deal with it differently than outlined in our complaints policy. Additionally, a complaint already dealt with through our complaint process will not be reopened unless new evidence has been provided.

## **Confidentiality**

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act.

If a complaint is about a Plus Dane colleague or contractor, we will not reveal your identity if you do not want us to. However, the nature of the complaint may make you identifiable.

## **Help and advice**

If you need help understanding this summary of our complaint policy or you would like to receive a copy in a different format, such as large print, Braille or in a different language, please contact us. A full copy of our complaint policy is available on our website <https://www.plusdane.co.uk/complaints/>.

## **Survey**

We regularly monitor how our complaints process is working and how satisfied you are with how your complaint was handled. You may be contacted by phone, text, or email at least 10 working days after we have issued a written response to your complaint.

If a request to escalate your complaint has been received in the meantime a survey may still be attempted. If you wish to opt out of this process, please contact a member of our team.

## **Learning**

We will use learning from complaints and feedback to inform our policies and help to shape and improve the services that we provide. If you have any other suggestions or ideas how you can help with this, please contact us.

## customer feedback form

If you need help completing this form, please contact us.

Title: ..... Name: .....

Address: .....

..... Postcode: .....

Contact tel no: .....

Email address: .....

Please tick what you are using this form to tell us:

Complaint  Compliment  Comment

Tell us the nature of your complaint, compliment or comment:

.....  
.....

Tell us what you would like to happen

.....  
.....

**Please sign and date this form**

Signed: ..... Dated: .....