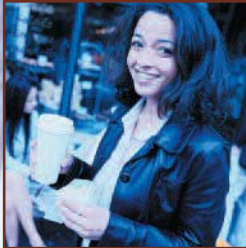




# Complaints & Compliments



## Complaints & Compliments

We want to hear your complaints, comments and compliments. We use this information to shape our services.



We want to know when we are doing things wrong. We want to know when the service is great. And we want your suggestions for improving what we do.

Complaints tell us when things go wrong so that we have the chance to put them right and learn from our mistakes. They also provide us with valuable feedback which can help us to improve services.

So please let us know when you are unhappy and we will do our very best to put things right. We are always delighted to hear your compliments about our service or your suggestions for improving things.

### What is a complaint?

Complaints usually stem from a failure to deliver a service – a failure that cannot be resolved immediately. Examples of causes of complaints include:

- A failure to achieve the standards set out in our Customer Service Standards;
- A failure to fulfill statutory or contractual responsibilities (e.g. we have not done something that we said we would do in your tenancy agreement – our contract with you);
- Delays in our administrative processes (e.g. we haven't called you back when we said we would);
- Complaints about staff or contractors (e.g. you thought someone was unhelpful or rude);

- Dissatisfaction with the way we have reached a decision or what has happened after a decision has been made (e.g. exclusion from the waiting list).

A request for a service is not a complaint. So the following for example are not classified as complaints:

- A routine request for a service such as the initial request for a repair;
- Reporting an incident of neighbour nuisance or anti-social behaviour.

However, if you report an issue that is not a complaint we will pass it to the appropriate person for action (e.g. we will report the repair for you).

#### **How can I make a complaint?**

You can lodge your complaint:

- by telephone on 0800 876 6060
- in person at our offices at the address below
- by fax on 01628 543199
- by e-mail to [contact@mdha.co.uk](mailto:contact@mdha.co.uk)
- through a third party – for example a relative, neighbour, councillor or MP
- in writing to this address:  
Policy and Performance Manager, Housing Solutions,  
Crown Square, Waldeck Road, Maidenhead SL6 8BY.

#### **What happens next?**

We will acknowledge receipt of your complaint within three working days, and your complaint will be allocated a reference number. You will also be advised who is dealing

with your complaint, and when you can expect a full response from us. A designated member of staff will then consider your complaint, and you will receive a letter detailing the outcome of the consideration of your complaint, and any actions that we intend to take to rectify the matter. We aim to provide you with a full written response within 15 working days. Sometimes it will take us longer to provide a response to you. If this is likely to happen, we will contact you to let you know when you can expect a full response from us.

**What if I'm still not happy with the outcome?**

If you are not happy with the outcome of our consideration of your complaint, you have one calendar month from the date of our response letter, to request that the complaint be considered at the next stage of our process.

**How many stages are there?**

Our complaints process has three stages – every complaint must start at the first stage.

**Stage One – The Formal Complaint**

This stage is considered by the relevant manager and will normally be completed within 15 working days. This stage is open to any person wishing to make a complaint to us. If you are unhappy with the outcome of your complaint and wish to proceed to the next stage you must tell us within one calendar month.

**Stage Two – Formal Complaint Appeal**

This stage is considered by the relevant Director and will normally be completed within 15 working days. If you are unhappy with the outcome of your complaint and wish to proceed to the next stage you must tell us within one calendar month.

### **Stage Three – Formal Appeal to Appeals Panel**

This stage is considered by the Board Appeals Panel. This panel is made up of four of our Board members, at least one of whom will normally be a resident Board member. Only residents, former residents, applicants for housing, leaseholders and people who pay estate service charges to Maidenhead and District Housing Association, Bridgewater Housing and Furnival Housing are able to take a complaint through to stage three.

When the consideration of your complaint is completed we will send you a short questionnaire to ask you how you feel your complaint was handled. Responding to this is voluntary but by doing so you will help us ensure we are meeting our promise to deal with complaints quickly, fairly and effectively.

#### **What if I'm still not satisfied?**

If your complaint has been considered at all three stages and you are still not satisfied with the outcome, the Housing Ombudsman Service may consider a complaint for you. The Housing Ombudsman Service will consider complaints from people who are residents, former residents, housing applicants or leaseholders or people who pay estate service charges to Maidenhead and District Housing Association, Bridgewater Housing and Furnival Housing.

The Ombudsman will not consider a complaint from anyone else (for example from the neighbour of a resident of a property owned by the Group, who are not themselves tenants or leaseholders of the Group). The Ombudsman will only consider complaints that have been through the full internal complaint procedure first.

The Housing Ombudsman Service can be contacted at:

Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN  
Tel 020 7421 3800  
Lo-Call 0845 7125 973  
Minicom 020 7404 7092  
Fax 020 7831 1942  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Website: [www.ihos.org.uk](http://www.ihos.org.uk)



**How can I find out more?**

If you require any further information, or need help in submitting a complaint, please contact us on 0800 876 6060.