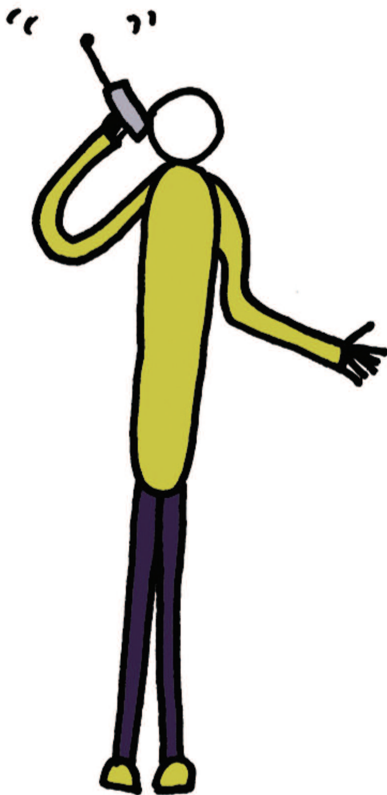


# How to make a **Complaint**



SH0004

We aim to give an excellent service to our customers. If we get things wrong we want to put them right and to learn from our mistakes. We have a simple complaints process which customers can use to make a complaint.

If you have cause to complain, we will:

- listen and deal with your complaint promptly
- investigate your complaint fully
- keep your complaint confidential at all times
- handle everything fairly and politely
- put right any mistakes made and learn from them
- apologise when we have got things wrong
- help anyone who needs assistance in making a complaint

If you are unhappy with the service you receive from us you can make a complaint by completing the attached form. If you prefer you can tell us about your complaint in person, in writing, by e-mail, text, over the telephone, or on-line via our website.

- Telephone: 0300 123 66 11
- Text: 07797 800062
- E-mail: [spirehomes@longhurst-group.org.uk](mailto:spirehomes@longhurst-group.org.uk)
- [www.spirehomes.org.uk](http://www.spirehomes.org.uk)

If you would like a copy of our full complaints policy, please ask a member of staff.

## What is a complaint?

If you are unhappy with Spire Homes' response to your enquiry or a service has not been delivered to our high standards you may want to make a complaint. We will investigate this for you and let you know what action will be taken.

## If you need help making a complaint

If you need help to make a complaint our staff will be happy to help and provide support. If you prefer you can ask a family member or friend to help. You can also ask for further help and advice from your local Citizens' Advice Bureau, your local Councillor or MP.

## What to expect

### Stage 1

We will acknowledge your complaint within 3 working days and let you know who is dealing with it. We will pass your complaint to a Team Leader to investigate and resolve. At this stage we will get in touch with you to find out more about the issue. We will then send a reply within 10 working days telling you what has happened as a result. We aim to resolve most complaints at this stage.

### Stage 2

If you are not satisfied with our reply, you can go to the next stage (stage 2) of the complaints process. You must let us know within 20 working days. A Head of Service will investigate the complaint and respond within 15 working days.

## Stage 3

If you still remain dissatisfied with the response, you can ask for a panel meeting where your complaint will be discussed. This is the final stage of our complaints process. The panel meeting will be held within 15 working days and you will receive a response letter within 10 working days after the meeting.

If you remain unhappy after the final stage of our complaints process you can ask the Independent Housing Ombudsman to consider your case. Their address is : Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN

Telephone: 020 7421 3800  
Fax: 020 7831 1942  
Lo Call: 0845 7125 973  
Minicom: 020 7404 7092  
E-mail: [info@housing-imbudsman.org.uk](mailto:info@housing-imbudsman.org.uk)  
Web: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## Learning from complaints

Once your complaint has been resolved we will phone you to see how well you felt we dealt with your complaint. We check complaints regularly to make sure we are dealing with them effectively and consistently. Most importantly, we use complaints to identify areas of our service where we need to make changes so that the service you receive continues to improve.

When you have completed the form enclosed please return it to us in the pre-paid envelope provided.



in person



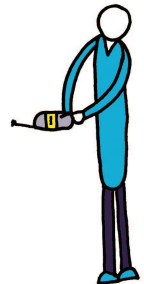
online



by phone



by text







This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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**Lãngüagê Liñè**

## **Rushden Office**

1 Crown Court, Crown Way, Rushden, Northamptonshire NN10 6BS

## **Rutland Office**

Pinewood, 1 Cold Overton Road, Oakham, Rutland LE15 6NT

**telephone: 0300 123 66 11**

**text: 077 9780 0062**

**email: [spirehomes@longhurst-group.org.uk](mailto:spirehomes@longhurst-group.org.uk)**

**[www.spirehomes.org.uk](http://www.spirehomes.org.uk)**



Jargon Buster  
Panel  
Approved



business for neighbourhoods

Spire Homes (LG) Ltd is a registered  
charity in England and Wales (1140935).