



How to make a complaint

We aim to provide an excellent service to our customers. If we get things wrong we want to put them right and learn from our mistakes. This leaflet tells you about our complaints service and how you can make a complaint if you are unhappy with the service we provide.

If you need to make a complaint, we will:

- ✓ Listen and deal with your complaint promptly
- ✓ Investigate your complaint fully
- ✓ Keep your complaint confidential at all times
- ✓ Handle things fairly
- ✓ Put right any mistakes and learn from them
- ✓ Apologise when we have got things wrong
- ✓ Help anyone who needs assistance in making a complaint

**'First time
fix' complaints**

We aim to resolve your complaint within one stage.

If the complaint can be easily resolved, it will be dealt with straight away. We allow two working days to resolve complaints of this nature; this type of complaint is known as a 'first time fix'. For example, this would apply where we have missed an appointment and we were able to make a new arrangement that suited you. If you are not satisfied with the outcome, you can move onto the formal complaints process.

**Formal
complaints**

If we cannot resolve the problem within two working days and a solution is not easily available, we will record this as a Formal Complaint.

All formal complaints will be fully investigated. We will discuss your complaint with you so you are aware of our timescales and the process. We allow up to one month to respond fully to formal complaints. We will liaise with you to keep you updated on progress until the complaint is resolved.

**Complaints
Advisors**

We have trained tenants who are Complaints Advisors and will act as an independent person.

Complaints Advisors will be involved in the initial discussions of complaints that are more complex. They will work with us to decide whether there is anything further we can do to resolve the complaint fully, before making a decision. We will ask for your agreement before doing this and all information will be anonymous and be kept confidential.

**Learning
from
complaints**

We will review all complaints regularly to make sure they are being dealt with 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.

What is a complaint?

You may wish to complain when you are unhappy with the standard of service, actions, or lack of action affecting an individual customer or group of customers.

A complaint can be made when we have:

- ▶ failed to provide a service when we agreed
- ▶ provided a poor standard of service
- ▶ made a mistake in the way we have provided the service
- ▶ failed to meet our existing service standards
- ▶ our policies were not followed correctly.

We will only investigate complaints received within six months of the issue occurring.

How do I make a complaint?

Let us know straight away about any problems you have, so that we can sort it out for you as quickly as possible.

You can tell us about your complaint in person, in writing, by email, over the telephone, online, by text, using social media or by requesting a complaint form. Our contact details are provided on the last page of this leaflet.

The complaints service is open to anyone who receives or requests a service from us. Please tell us if you need help making a complaint.

We 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.

If you are still unhappy after you have been through our complaints process, you can ask the Housing Ombudsman to consider your case. The Housing Ombudsman can only consider complaints from tenants, leaseholders or applicants for housing.

-  Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ
-  0300 111 3000
-  info@housing-ombudsman.org.uk
-  housing-ombudsman.org.uk

For Care and Support complaints, customers can refer their complaint to the Care Quality Commission, and if your complaint is about our Money Guidance Service you can ask the Financial Ombudsman Service to consider your case.

Dedicated phonenumber for leaseholders

 0345 60 88 006

Axiom

Axiom House,
Cottesmore Close,
Peterborough PE3 9TP

 0300 123 7598
 enquiries@longhurst-group.org.uk
 axiomha.org.uk

Friendship Care and Housing

50 Newhall Hill,
Birmingham B1 3JN

 0300 123 1745
 friendship@longhurst-group.org.uk
 fch.org.uk

L&H Homes

Leverett House,
Gilbert Drive, Endeavour
Park, Boston PE21 7TQ

 0800 111 4013
 service.centre@longhurst-group.org.uk
 landh.org.uk

Spire Homes

1 Crown Court,
Crown Way,
Rushden NN10 6BS

 0300 123 66 11
 spirehomes@longhurst-group.org.uk
 spirehomes.org.uk