

GIVING US FEEDBACK

HOW TO MAKE A COMPLIMENT,
COMMENT OR COMPLAINT



PROGRESS
HOUSING GROUP LTD.

This leaflet tells you how you can give us feedback to improve our services. We value all compliments, comments and complaints.

If you would like this leaflet in another language or format (such as large print, audio cassette or Braille) or if you require the services of an interpreter, please phone Customer Services on 01772 450600

اردو (Urdu)

اس اشاعت کی نقل اگر آپ کو کسی دیگر زبان یا شکل (فارمیٹ) میں چاہئے، یا اگر آپ کو ترجمان (انٹرپریٹر) کی خدمات درکار ہوں تو برائے مہربانی کسٹمر سروسز سے فون نمبر 01772 450600 پر رابطہ کریں۔

廣東話 (中文繁體字) (Cantonese)

如欲索取本刊物的另一語文或格式版本，或要求使用口譯員服務的話，請致電客戶服務處，電話：01772 450600

Polski (Polish)

Jeśli chcieliby Państwo otrzymać tę publikację w innym języku lub formacie (na przykład dużym drukiem, w wersji dźwiękowej lub brajlem) albo potrzebują Państwo usługi tłumacza, prosimy o zatelefonowanie do Biura Obsługi Klienta pod numer: 01772 450600.

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Our top priority is to deliver a quality housing service that represents value for money for all our customers.

We aim for all our services to be right first time. We want you to tell us if this does not happen, so that we can put things right and improve our service to you. We monitor all feedback, which helps us to review our service and make continuous improvements.

Your feedback is important to us

Your feedback helps us to improve the services that we deliver to you. It helps us to know what your expectations are, and how we can meet them. Feedback also allows us to identify any changes that we may need to make to our services, to provide you with the standards and quality that you expect. To do this, we have focused our feedback on three categories.

These categories are:

- **Compliments**

This gives you the opportunity to let us know when we have done something well and delivered an excellent service. If you would like to compliment an individual staff member or the quality of service you receive, please let us know. This type of feedback helps us to identify the areas where you think we are performing well and the standards that you expect from us. This assists us in making sure that all of our service provisions meet your expectations.

- **Comments**

We also welcome your comments and suggestions about how we can improve our services. By giving us your observations and suggestions, you will help us to improve our service to you and to all other customers. We review all of our services regularly, and implement changes based on any suggestions or comments that we receive.

- **Complaints**

If you feel that our services are not living up to your expectations, then please let us know so that we can try to put things right. We want to ensure that we deliver high quality services to meet your expectations in the future. Please contact us if you feel we have:

- Failed to do something that we should have done
- Treated you unfairly, or impolitely
- Done something that we should not have done
- Done something badly

Does your complaints procedure cover all types of complaints?

No. Our complaints procedure does not cover complaints about anti-social behaviour, neighbour nuisances and disputes, the waiting list or our lettings procedure.

If you have a complaint about one of these matters, please phone our Customer Services team on [01772 450600](tel:01772450600).

If you would like to appeal against a decision made regarding your Select Move housing application, you should request a review from Select Move within 21 days of being notified of the decision providing reasons for the appeal. We will review the information used to make the original decision and will advise you of the outcome of the appeal.

More information about the appeal process is available in the Select Move information pack. If you are not satisfied with the outcome of the appeal, you can then make a formal complaint. This will be investigated at Stage Two of the Progress Housing Group complaints process.

Please be aware that due to customer confidentiality we are not able to discuss other applications with you or tell you why someone may have been allocated a property which you had expressed an interest in. If such a query forms part of your complaint, we will investigate the letting to ensure that all of the correct procedures and policies were followed. We will inform you of the outcome. More information about Select Move can be found in the Select Move booklet.

How can you give us feedback?

We accept feedback from you in a variety of ways. You can:

- Telephone our free phone number on **0800 731 9344**
- Write to us at the address on the back page of this leaflet
- Complete the online compliments and complaints form on www.progressgroup.org.uk
- Speak to a member of staff at one of our offices, or to any employee of Progress Housing Group

You can give us feedback informally at first by speaking to a member of staff who will listen to you and try to deal with your feedback immediately.

If this is a complaint, we will make every effort to resolve this to your satisfaction at this stage. However, if you feel this has not been resolved, and you would like to make a formal complaint, you can do so using any of the ways listed above.

If you make a formal compliment, comment or complaint, we will write to you within five working days to let you know that your feedback has been logged.

What will happen if I make a formal complaint?

We have a standard procedure that all formal complaints follow. There are four stages to this process.

Stage 1

How will you respond to my complaint?

We will respond to you in writing within five working days of your complaint. If we think it will take longer than five days to investigate your complaint and provide a response, we will still write to you within five working days of your complaint to advise you of this.

We will tell you who is dealing with your complaint, so that you have a named contact to discuss progress with. We will also let you know when you can expect a response from us.

What happens if you do not respond to my complaint within five working days?

We endeavour to do our utmost to uphold our service standard of replying to complaints within five working days. However, if we do not reply to your initial complaint or any further correspondence within five working days you will automatically receive £5 in compensation.

Stage 2

What if I am not satisfied with your response?

If you are not satisfied with the response you receive, or the time it has taken for us to investigate your complaint, you can contact us as outlined on page 7. Your complaint will then proceed to Stage 2 of our complaints process. At this stage, it will be investigated by the head of the relevant department.

A written response will be sent to you within five working days by the head of the department. This letter will tell you how we intend to resolve the situation.

Stage 3

What if I am still unhappy with the outcome?

If you are still unhappy with our response, you can contact us and progress to Stage 3 of the process. At this stage, a meeting will be arranged for you to put your views forward to a Complaints Panel.

The Panel consists of Board Members, some of whom may be tenants, and staff who have not previously had any involvement with your complaint. Once this meeting has taken place, you will receive a response from the Panel within ten working days.

You may bring a guest with you to the panel hearing. The guest is not able to address the panel directly but can act as a support to you.

Stage 4

What if I am unhappy with the response from the Complaints Panel?

If you are not satisfied with the response from the Complaints Panel, you can contact the Housing Ombudsman Service, an independent body who governs our activities.

The Ombudsman will want to make sure that you have already followed our complaints procedure before dealing with your complaint.

You can contact the Housing Ombudsman Service by:

- Phoning [020 7421 3800](tel:02074213800)
- Logging onto www.housing-ombudsman.org.uk
- Writing to Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN

What happens once my complaint has been resolved?

We will send you a closure letter and questionnaire once your complaint has been resolved. Please complete the questionnaire and return it to us. We use the information collected to evaluate our complaints procedure.

You must inform us within three months of receiving this closure letter if you do not feel that your complaint has been dealt with satisfactorily. After this time the complaint will not be reopened.

Where can I seek further advice?

If you are thinking of making a complaint, or have already submitted one, and would like some further advice, there are a number of organisations that may be able to help.

- **Your local Councillor**

Your local council office will give you the name of your Councillor.

- **Citizens Advice Bureau**

You can find the address and phone number of your local Citizens Advice Bureau in the phone book. You can also get free advice by logging onto www.lawcentres.org.uk or phoning Shelter Lancashire Housing Aid Centre on **0844 515 1831**.

- **Tenant Services Authority**

You must follow our complaints procedure before contacting the Tenant Services Authority. You can write to them at Tenant Services Authority, 4th Floor, 1 Piccadilly Gardens, Manchester, M1 1RG or phone **0845 230 7000**.

What do you do with the compliments, comments and complaints collected?

We record all positive and negative comments that we receive. We value all feedback, and use it to improve our services.

All of the compliments, comments and complaints that we receive are analysed quarterly. We want to learn from these comments, so we discuss them with staff and report regularly to our Boards.

We report this feedback to our customers in our newsletters, annual reports and other publications. We tell customers what comments we have received and how we have used this information to improve services.

Progress Housing Group will continue to seek new opportunities to collect customer feedback, and to make service improvements as a result of the feedback gathered.

OUR SERVICE STANDARDS

We will:

- Gather feedback from our customers using a range of methods such as feedback forms, surveys, our website, tenants' panels and meetings
- Respond to formal complaints within 5 working days
- Write to you and give you a time frame for us to reply in full if we can't deal with a complaint within 5 days
- Pay you £5 in compensation if we do not respond to you within 5 days
- Have a formal process in place to deal with any complaints and allow customers to appeal against any decisions made



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LEAFLET
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NEW PROGRESS
HOUSING ASSOCIATION LIMITED



PROGRESS CARE
HOUSING ASSOCIATION LIMITED



PROPERTY SERVICES

HEAD OFFICE ADDRESS

Progress Housing Group
Sumner House, 21 King Street, Leyland, PR25 2LW

OFFICE OPENING TIMES

Monday - Thursday 9am - 5pm
Friday 9am - 4.45pm

TELEPHONE 01772 450600

Monday - Friday 8am - 6pm

FAX 01772 450601

EMAIL enquiries@progressgroup.org.uk

WEBSITE www.progressgroup.org.uk



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