

# Making a complaint or giving a compliment

We want you to have a great experience with us, we always aim to get things right for you first time.

If sometimes this doesn't happen, it's really important that you let us know so we can put it right. If you are unhappy with one of our services you can make a complaint. When we deal with a complaint we will:



**Be fair and follow a fair process.**



**Put things right.**



**Learn from it.**

If we do get things right, it's nice to get that feedback too. You can also send in compliments which we pass on to the individual or team that it's about.

## **How can I complain or give a compliment?**

The easiest and quickest way is to get in touch with us directly and let us know the details of your complaint or compliment.

**Email:** customerservices@yorkshirehousing.co.uk  
**Website:** www.yorkshirehousing.co.uk  
**Telephone:** 0345 366 4404  
**Write to us at:** Dysons Chambers, 12-14 Briggate, Leeds, LS1 6ER  
**Other:** Via a local Councillor or Member of Parliament  
**Social media:** Twitter and facebook: @yhousing

Make it clear in your social media post that you want to make a complaint. Send any information you wish to remain private, such as your name and address or contact number, by direct message on Facebook or Twitter.

# What you can and can't complain about

You can complain to us if you are unhappy with a service that we provide. This could be you personally or a group of customers.

There are some things that we don't deal with through our complaints process.



## **The first time you request a service**

E.g. if your boiler breaks for the first time, this would be a repair request - not a complaint.



## **Antisocial behaviour or issues with other residents**

These are dealt with under our antisocial behaviour policy.



## **Where there is a legal process underway**

E.g. a claim for damages that should be handled as a public liability insurance claim, or matters undergoing court proceedings.



## **Housing applications or banding decisions**

Which are part of a Local Authority Choice Based Lettings system.



## **Decisions taken by other organisations**

E.g. a local council or a utility company which we have no control over.



## **A Yorkshire Housing policy**

If you are unhappy with an existing policy we will treat this as a "suggestion". We work closely with our customers when changing our policies so any suggestions we have received will be considered when it comes up for review.

# What happens if I make a complaint?

If you make a complaint we will try to put things right straight away.

## Stage 1

If we can't resolve it for you it becomes a stage 1 complaint. We will send you an acknowledgement letter or an email after 2 working days and aim to resolve your complaint within 10 working days.

## Stage 2

If you're unhappy with the result you can ask to move to stage 2 and have your complaint reviewed. We will aim to do this within 20 working days.

## Housing Ombudsman

If you still don't feel we've put things right, you can take your complaint to the Housing Ombudsman. This is a service set up to look at complaints about Housing Associations. There is a waiting period.

The Housing Ombudsman can look at your complaint 8 weeks after you receive the outcome of your stage 2 complaint. You can also contact the Housing Ombudsman at any time for advice.

You can contact the Housing Ombudsman directly:

**Online form:** Housing Ombudsman [here](#)  
**Phone:** 0300 111 3000  
**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
**In writing:** Housing Ombudsman Service, PO Box 152,  
Liverpool L33 7WQ

# What happens if I make a complaint?

## We may ask for more time

Sometimes we need more time to investigate a complaint, usually up to ten working days. If this happens, we will discuss it with you and let you know when you can expect it to be resolved. This is known as “stop the clock”.

## Petitions

If you are part of a petition or group complaint with other customers, we will investigate the complaint in the same way. The response will be sent to all members of the group who are named unless someone is nominated as a lead person.

## Compensation

If you feel that you are out of pocket because of the issues you faced leading up to your complaint you can request compensation. It may be for loss of time, trouble, distress and inconvenience and/or damage to your belongings. Please consider what you think is a fair amount of compensation for losses and this will be looked at as part of resolving your complaint. Compensation is not an automatic outcome from any complaint.

## Learning from complaints

Every time we resolve a complaint we review it and look at what lessons we can learn. This helps us to improve our services and prevent similar problems happening. We will share the lessons learned with you in your outcome letter.

The lessons learnt from complaints are reviewed by our Customer Complaints Forum to make sure that actions are taken to improve our services.

We also follow the requirements in the Housing Ombudsman Complaint Handling Code. The Code enables landlords to deal with complaints quickly and to use what they learn from complaints to improve services.

More Information on the Complaint Handling Code can be found [here](#).