

# 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.

|                        |  |
|------------------------|--|
| <b>Email:</b>          | complaintsandfeedback@yorkshirehousing.co.uk   |
| <b>Web/phone:</b>      | www.yorkshirehousing.co.uk / 0345 366 4404     |
| <b>Write to us at:</b> | The Place, 2 Central Place, Leeds LS10 1FB     |
| <b>Representative:</b> | Via a representative of your choice            |
| <b>Other:</b>          | Via a local councillor or Member of Parliament |
| <b>Social media:</b>   | Facebook and X: @yhousing                      |

# 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. This includes potential violations of the Equality Act 2010.
-  **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. This includes customers in homes managed by Swarcliffe PFI.
-  **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.
-  **If the incident happened over 12 months ago...** If the matter happened over 12 months ago, we will only consider it as a complaint under certain circumstances such as bereavement, vulnerabilities or when a couldn't have reasonably raised this earlier.
-  **If we've already considered this matter through our complaint process...** If you've already had your complaint investigated, we can't investigate it again. Once you've gone through both stages of the process, we can't investigate again.

# 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 log and acknowledge your complaint within 5 working days and then 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 log and acknowledge your complaint within 5 working days and then aim to resolve your complaint 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. You can also contact the Housing Ombudsman at any time for advice.

You can contact the Housing Ombudsman directly:

**Online form:** [www.housing-ombudsman.org.uk/residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Phone:** 0300 111 3000

Phonelines are open Monday to Friday 9am to 5pm. **Lines will be closed for staff training every Thursday from 3.30pm to 5pm.**

Calls are recorded for training and monitoring purposes.

**In writing:** Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

**Fax:** 020 7831 1942

# 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 an extension.

## 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 at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)