



meres & mosses
housing association



south shropshire
housing association

Your Views Matter



We aim to provide excellent services to all our tenants and customers. Your feedback allows us to understand if we are getting it right. We would like to know if our service does not come up to standard, when there is room for improvement or when you feel you have received a good service.

Compliments:

We welcome compliments when our staff have exceeded your expectations or our service has impressed you. We will pass it on to the staff or team concerned to ensure that they know their work is appreciated. We will also use positive feedback to help shape what we do.

Comments and Views:

If you have a comment or suggestion to make, or have an idea about how we can improve our services, please tell us. We will consider your feedback, and wherever possible, use it to improve our service. We will report changes that were based on feedback in our publications and on our website.

Complaints:

We want to know if you feel we have not provided the quality of service you expect from us, or have done something you are unhappy about. We will look at what has happened and decide what action is required.

How can I share my views?



Learning from Feedback

We will learn from your compliments, comments and complaints to improve our services and stop mistakes happening in the future. We will publicise our performance regularly, along with advice on issues that we have received complaints about.

We will also gather feedback on how we have handled complaints, to ensure that our complaints policy and process is fair.

The Complaints Process

We promise to:

- View complaints in a positive way
- Use complaints as an opportunity to learn and identify improvements needed in our service
- Clearly explain the conclusion of a complaint to you
- Ensure all tenants and customers are able to access our complaints process by accepting complaints in different formats
- Accept complaints on a tenant's behalf, through an advocate, provided permission has been given

Help us deal with your complaint:

- Tell us within 3 months of the issue occurring
- Be as specific as possible about your complaint, this makes it easier for us to investigate:
 - Tell us what happened and when
 - Tell us who you have spoken to
 - Let us know your contact details, how and when it is best to contact you
 - Provide all relevant information when you first tell us about your complaint
- Let us know what you would like us to do to resolve the problem
- Supply photos, if possible, if it helps clarify the issue

What happens next:

We will contact you to discuss the issue by the end of the next working day. We will agree the action required and the appropriate timescales, or give an explanation for any decisions made.

If you are not happy with the proposed action or disagree with the explanation, you can ask for a senior manager to review your complaint.

Complaint Review

We need to know why you feel that we have not resolved your complaint satisfactorily so that the review may concentrate on that aspect. It is not enough to say you are unhappy with the decision. If there are no clear reasons stated, an independent Director will determine if the complaint should be escalated.

Please note, if your dissatisfaction is with a policy/procedure which has been followed correctly, your complaint will not be passed on to the next stage. We will review the policy at the next available management meeting to ensure it is still relevant, and fair to all tenants.

Any new aspects to your complaint at this stage, will be considered as a separate issue and referred to the appropriate colleague to investigate.

Stage 1 – Head of Service Review

We will send out confirmation that we have passed your complaint to the Head of Service by the end of the next working day.

We will send a written response to advise you of the outcome of your complaint within 10 working days.

If you are not happy with the outcome, tell us why within 21 days. Please refer to the complaint review information on p.6.

Stage 2 – Director Review

We will send you confirmation that we have accepted your request for a review by the end of the next working day.

We will send a written response to advise you of the outcome within 10 working days.

If you are not happy with the outcome, tell us why within 21 days. Please refer to the complaint review information on p.6.

Stage 3 – Complaint Panel Review

We will acknowledge receipt of your request within 5 working days and advise you of the date of the panel hearing. We will aim to hold the panel review within 15 working days of receipt of your request. We will ask you to attend a meeting to discuss your complaint with three panel members. You may bring one person with you who is not a legal representative.

The panel will advise you of the outcome of your complaint in writing within three working days of the meeting.

This is the end of our internal complaints process.

External Process – Designated Person and Housing Ombudsman Service

If you have been through the stages of our complaints process and are still unhappy with the outcome, you can speak to a designated person, or wait eight weeks and contact the Housing Ombudsman Service direct.

A designated person is your MP or County Councillor. Designated persons were introduced by the Government to allow complaints to be dealt with locally. A designated person can assist you in trying to resolve your complaint directly with us, or contact the Housing Ombudsman Service on your behalf. For more information on the role of designated persons, please contact the Housing Ombudsman Service.

The Housing Ombudsman Service carries out impartial investigations. The Ombudsman will not usually deal with a complaint unless you have tried to deal with it first through our complaints process.

You can contact the Ombudsman at:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Web: www.housing-ombudsman.org.uk

Email: info@housing-ombudsman.org.uk

Tel: 0300 111 3000

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Equal Opportunities statement

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of race, religion, gender, marital status, sexual orientation, disability, class or age.

Access for all...

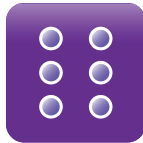
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перевод

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We Are Connexus