FEEDBACK, COMMENTS, COMPLIMENTS & COMPLAINTS
SERVICE STANDARDS

April 2018
If you wish to give feedback, you can do this by writing to us at Customer Service Centre, The Community Housing Group, Community House, Stourport Road, Kidderminster DY11 7QE or emailing us at information@communityhg.com or calling 0800 169 5454.

**Compliment** You may wish to compliment us about a service we provided or the way a member of staff has helped you.

**Comment** You may wish to make a suggestion on how we have delivered a service or how we could improve the services we provide.

**Complaint** You are unhappy about the way a service was provided, or the way you have been treated and would like to let us know.

In this service standard you will find information about:  

<table>
<thead>
<tr>
<th>Information</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to contact us</td>
<td>2</td>
</tr>
<tr>
<td>Complaints</td>
<td>3</td>
</tr>
<tr>
<td>How to contact us with a complaint</td>
<td>3</td>
</tr>
</tbody>
</table>

**HOW TO CONTACT US**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone (24 hours)</td>
<td>0800 169 5454</td>
</tr>
<tr>
<td>Online through MYaccount</td>
<td><a href="http://www.communityhg.com">www.communityhg.com</a> - then select the MYaccount icon</td>
</tr>
<tr>
<td>Online</td>
<td><a href="http://www.communityhg.com/contact.php">www.communityhg.com/contact.php</a></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:information@communityhg.com">information@communityhg.com</a></td>
</tr>
<tr>
<td>Facebook</td>
<td><a href="http://www.facebook.com/TCHGHousing">www.facebook.com/TCHGHousing</a></td>
</tr>
<tr>
<td>Twitter</td>
<td><a href="http://www.twitter.com/tchgroup">www.twitter.com/tchgroup</a></td>
</tr>
</tbody>
</table>
COMPLAINTS

You may wish to make a formal complaint. A complaint is where we have failed to follow our published procedures. This is different from you appealing against a decision we have made and you are unhappy with.

When you complain, you need to tell where we failed to follow our agreed procedures and what you would like us to do to put things right.

We have three stages to our complaints procedure:

Stage 1
Your complaint will be passed to the line manager responsible for the service you are complaining about. They will investigate your complaint and aim to reply to you within 10 working days.

If the line manager needs further information and cannot respond in 10 working days, they will contact you and tell you when you can expect a full reply.

If you are unhappy with the response, you have 10 working days to raise a stage 2 complaint.

Stage 2
If you are unhappy with the response and raise a Stage 2 complaint, the complaint will be referred to the Head of Service. They will review the original complaint and the Stage 1 response. They may wish to contact you for additional information.

Unless they need additional time to investigate the matter, they will reply to you within 15 working days. If the investigation is going to take longer than this, we will let you know when you can expect to receive a reply.

Stage 3
If you are still unhappy with the response, you can appeal against the decision to the Complaints Panel within 10 working days of receiving the response. This is the final stage of our complaints process and must be made in writing. You must tell us why you are appealing against the decision and what you want to happen.

Within 15 working days of us receiving your request, we will make an appointment for your case to be heard at a Complaints Panel Hearing and will notify you of the date and time in writing, should you wish to attend. This Panel is made up of the Chair of the Customer Voice and Assurance Group, a Board Member and Director (not involved in your complaint) who will look at your appeal and make a decision.

We will let you know the decision of the Panel within 15 working days after the hearing date.

If you are still unhappy with the decision, you can take your complaint to a Designated Person (e.g. an MP or Councillor) or after 8 weeks when all stages of the process have been completed, you have the right to contact the Independent Housing Ombudsman.

HOW TO CONTACT US WITH A COMPLAINT

By phone: 0800 169 5454

By email: complaints@communityhg.com

By text: text COMPLAINTS followed by your message to 07950 643 643 (messages sent out of normal office hours will be answered the next working day)

Online: through the MYaccount section of our website www.communityhg.com or using an online form on the Contact Us page.

By letter:
Comments, Compliments and Complaints (3Cs)
The Community Housing Group
Community House
Stourport Road
Kidderminster
DY11 7QE
If you or someone you know would like this booklet in another format or language, please contact us on 01562 733032

Aby otrzymać kopię tego dokumentu w swoim języku, należy skontaktować się z zespołem ds pod numerem telefonu 01562 733032.

The Community Housing Group Limited
3 Foley Grove
Foley Business Park
Stourport Road
Kidderminster
Worcestershire
DY11 7PT

Telephone: 0800 169 5454
Email: information@communityhg.com
Web: www.communityhg.com
Facebook: facebook.com/TCHGhousing
Twitter: @TCHGroup