

If you have spoken to anyone in the Association about this matter, please give details

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Have you enclosed any documents to support your complaint? Delete as appropriate YES / NO

Please provide a list of documents or details

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Signed

Dated

Please return to:

Villages Housing

16 The Croft,
Stockbridge Village,
Knowsley, Merseyside,
L28 1NR

Phone: 0151 480 1313
Fax: 0151 480 5189

2 Fircroft Road,
Fitton Hill,
Oldham,
OL8 2QN

Phone: 0161 633 4060
Fax: 0161 628 5920

Email: info@villages.org.uk



Stage 4 - Independent Housing Ombudsman

If you are still not happy with our response to your complaint, you can contact the Independent Housing Ombudsman Scheme.

Independent Housing Ombudsman Scheme (IHOS)

81 Aldwych, London WC2B 4HN
Tel: 020 7421 3800
Lo-Call 0845 7125 973
Minicom 020 7404 7092
Fax 020 7831 1942
Email: info@housing-ombudsman.co.uk



More than just a Landlord

Chief Executive: Vernon Jackson

Villages Housing Association

Board Chair: Andrew Greenhill



Villages Community Housing

Association Board Chair: David Shortall

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Knowsley, Merseyside,
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business for neighbourhoods



INVESTOR IN PEOPLE



More than just a Landlord

Making A Complaint

At Villages Housing we make every effort to provide a reliable and efficient service to all of our customers. You can find more information in our 'Service standard leaflets' which are available at our offices or online at www.villages.org.uk.

We hope that we can sort out your complaint by talking to you about it, but if this is not possible and you want to make a formal complaint, please fill in the tear-off slip and return it to the office. If you would like a copy of the full complaints policy, please ask a member of staff.

If we partly or fully agree with your complaint, we will:

- explain to you what went wrong;
- apologise;
- tell you what we will do to stop it happening again and
- explain how we can put things right.

If you, or someone you know, would like this leaflet in another format, for example in large print, on audio CD, in Braille, or in another language, please ask a member of staff.

Who Can Complain?

Anyone. If you are complaining for somebody else, please make sure that they have given written permission (if possible) for you to do this.

How are complaints made?

You can make a complaint in many different ways. For example, you could complain:

- in person to any staff member or at the Stockbridge or Fitton Hill offices;
- by writing to the Stockbridge or Fitton Hill offices;
- by e-mailing info@villages.org.uk; or
- by phoning the Stockbridge or Fitton Hill offices.

The Complaints Process

Stage 1 - Initial investigation

- Send this tear-off slip to the Chief Executive (Stockbridge Village) or to the Office Manager (Fitton Hill) and mark it 'Confidential'. We will let you know we have received it within **three working days**.
- We will fully investigate the complaint and write to you with the outcome within **15 working days**. If the investigation is going to take longer we will let you know. We will always respond sooner than within 15 working days if we can.

Stage 2 - Taking the complaint to our Chief Executive

- If you are not happy with our response you can appeal to our Chief Executive.
- The Chief Executive will contact you within **three working days** of receiving your complaint to arrange another investigation.
- We will send you the result of the new investigation within **five working days** of the investigation being completed.

Stage 3 - Taking the complaint to the Chair of the Committee or Board

- If you are not happy with the Chief Executive's response, you can appeal to the association's board or a committee (whichever is appropriate).

This doesn't have to be in writing – a member of staff can do this for you. Your appeal must be made within **28 days** of receiving the decision from the Chief Executive.

- A subcommittee will look into your comments, and you can come to hear their response in person (with a friend or carer if you want to). The subcommittee will consider your comments and write to you with a decision within **15 working days** of the hearing.

Name

Address

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Home Phone Number

Work Phone Number

Mobile Number

Email Address

Your Complaint

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