

Feldon Housing: Your Guide to Making a Complaint

We value your feedback. If something has gone wrong, we want to hear about it so we can work as quickly as possible to put things right and improve our services.

Feldon Housing has a full Complaints Policy – if you would like a copy, please contact us using the contact information on the next page.

What is a Complaint?

Feldon Housing defines a complaint as:

An expression of dissatisfaction, however you make it, which is about the standard of service you have received, or actions we have done, or where we do not act in the way you think we should. This can include where you are dissatisfied with Felton Housing as a whole, or our staff or other people acting on our behalf, such as contractors. It can be where an individual tenant or whole group of residents is affected.

Some examples of things you can complain about could include (but not limited to) include:

- Delays in responding to your queries
- Missed appointments
- Poor quality of service
- Unhelpful or rude behaviour
- A failure to meet our responsibilities

What is a service request and how is this different from a complaint?

A service request (e.g. reporting a new repair or requesting a service for the first time) is not treated as a complaint. But if you're unhappy with how we've handled a request, we will treat it as a complaint.

Who Can Complain?

You can make a complaint if you are:

- A current or former tenant, leaseholder, or licensee
- Someone affected by our services

How You Can Make a Complaint (or contact us to give feedback or get help)

When you tell us you are unhappy with our service we will ask if you wish to make a complaint under our Complaints Policy.

You can make a complaint in any way that suits you:

Get in touch with Feldon Housing

By phone 01608 686626

Email info@feldonhousing.co.uk

Letter – write to us at Unit 7, Brailes Industrial Estate Lower Brailes, Banbury, OX 15 5JW

In person – call the above phone number to make an appointment

Through a friend, family member, or support agency (we will get your permission to share information about you)

We can also provide information in other formats or languages if needed. Please let us know what works best for you.

What happens when you make a complaint?

We aim to resolve your complaint quickly, fairly, and politely and in a way which takes your own circumstances into account. We have a 2-stage process.

Stage 1 – Our first response

- We will acknowledge your complaint within **5 working days**. So that we can make sure we understand why you are complaining and what you would like us to do to make things right, we will talk to you about your complaint at the beginning.



- We will fully investigate and respond within **10 working days**. If it's more complex, we'll explain why, and may take up to **20 working days** from when we acknowledged your complaint.



- Our response will tell you what we found, what we can do to put it right, and what to do if you're still not happy. The types of things we may offer to put things right may include taking new actions, stopping taking actions and/or paying you compensation.

While we are investigating your complaint we will keep trying to put things right.

Stage 2 – Review by a Director of Felton Housing (the final stage)

If you are unhappy with our response at Stage 1, you can ask us to review it at Stage 2.

We'll acknowledge this within **5 working days** and make sure we understand why you are unhappy with the Stage 1 outcome



A Director who has not been involved in your complaint before will review your complaint or the parts of the complaint which you do not feel were properly resolved at Stage 1 and respond within **20 working days**.



If the matter is complex and the Director needs more time to review the complaint, we will explain the reasons in writing. We will not extend the time more than a further **20 working days** unless there are very exceptional circumstances and we will always discuss this with you first.

While we are investigating your complaint we will keep trying to put things right.

Still not happy with our response?

You can contact the Housing Ombudsman at any time for advice or after our final response if you're still not satisfied:

- Phone: 0300 111 3000
- Email: info@housing-ombudsman.org.uk
- Website: www.housing-ombudsman.org.uk
- Post: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Their service is free, impartial, and confidential.

Our Promise to You

- ? We will treat your complaint seriously and respectfully
 - ◀ We will keep you informed throughout
 - ◀ We will learn from complaints and use them to improve our services
 - ◆ We will publish information about complaints and what we've done in response

Need Help to Complain?

You can ask a family member, friend, or support agency (like Citizens Advice, Shelter, or Age UK) to act on your behalf. We will need your permission to talk about your case with others.

When will we not investigate your complaint?

Generally, we will not investigate a matter where:

- You are complaining about something that happened 12 months ago or longer
- The complaint is not about Felton Housing services (we will try to advise where to go for help in these cases)
- You are requesting a service for the first time
- There is already legal action being taken which is connected to the complaint
- The same matter has already been dealt with through our complaints policy and has been closed by Felton Housing

We will deal with all cases on their own merit

Need extra help to access or use our services?

If for any reason you need extra help or support, please let us know – we will be as flexible as possible to make things easier for you. Please contact us using the contact information included in this leaflet.

Unacceptable and/or persistent behaviour

We understand that when you are unhappy with the service you may feel frustrated. We will do our best to help you, but if you act in a way which we believe is unacceptable, we may take measures to limit your contact with Felton Housing. This will always be a last resort, and we will work with you first to try and sort things out.

Want to know more?

If you would like to see our full **complaints policy** or our **policy on compensation**, please ask us and we will send you a copy in your preferred way.

We also have a **policy on how we will adjust our services to meet your needs** and a **policy on how we deal with unacceptable behaviour**.