

We're here to listen

Complaints, Compliments and Suggestions for improvement

We want you to be happy with the services you receive and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up to date with progress
- Being honest and open about the process

In line with our equality and diversity policy, we will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint, this leaflet tells you how to do it.

Stage 1

We have a dedicated team of Customer Feedback Co-ordinators who you can make a direct complaint to by:

- Phoning our customer contact centre on 0800 432 0002
- Sending a letter to the Customer Feedback Team (please see bottom of page)
- Emailing your complaint to customerfeedback@placesforpeople.co.uk
- Using the contact us form on our website at www.placesforpeople.co.uk

If you can't do this yourself, ask a friend or relative to complain for you.

We will try to resolve your complaint on the day we receive it. If we need time to look into it, we will acknowledge that we have received your complaint within two working days. We will aim to provide you with a full written response within 10 working days. If we can't get back to you within that time, we will write and explain why and tell you how long it will take.

Stage 2

Complaints Review Panel

If you are still not happy, you can ask for your complaint to be dealt with by an independent review panel made up of customers. The panel will consider your complaint within 30 working days. The Chair of the review panel will write to you within five days after the hearing.

Sometimes we may deal with your complaint in a different way. If this is the case we will explain why and give you a full explanation of how we will deal with your complaint.

If you are still unhappy after stage 2 of our complaints procedure, you can ask the Housing Ombudsman to consider your case.

Housing Ombudsman Service

81 Aldwych
London
WC2B 4HN

Email: info@housing-ombudsman.org.uk
Web: www.housing-ombudsman.org.uk
Tel: 0207 421 3800
Fax: 0207 831 1942
Lo Call: 0845 712 5973
Minicom: 0207 404 7092

Once a complaint is resolved we will send you a survey to see how well we have handled it.

Customer Feedback Team

Places for People
Free post
Preston
PR5 6BZ

Tel: 0800 432 0002
Email: customerfeedback@placesforpeople.co.uk

Customer Feedback Form

Name:.....

Address:.....

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Daytime contact No:.....

Email:

The details of your feedback will remain confidential to Places for People, contractors acting on our behalf and independent organisations that we occasionally ask to carry out quality checks.

Complaint **Compliment** **Suggestion**

Tell us about your feedback: (use a separate piece of paper if needed.).....

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What do you think we should do?

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When you have completed this form, please return it to:

Customer Feedback Team
Places for People
18 Craven Drive
South Rings Business Park
Bamber Bridge
Preston
PR5 6BZ

Thank you for your feedback, a member of the Customer Relations Team will be in touch with you within 2 working days.

If you would like this document in another format or community language, for example in large print, braille or on tape, please contact our Customer Contact Centre