



FEEDBACK, VIEWS & COMPLAINTS



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Feedback, views and complaints

South Lakes Housing encourage all our tenants and leaseholders to tell us what they think. This leaflet explains why we value your feedback, how we report it and how your comments are included in our decision making.



Service Aims

South Lakes Housing aims to serve its customers as efficiently, effectively and courteously as possible and the service standards that we work to are shown in the Service Charter. (For out full Service Charter please see the leaflet within this pack).

We are committed to providing an excellent service to our customers and welcome any comments that you have regarding service delivery.



When to Complain

We need to know when you are dissatisfied in order that we can put the matter right and improve the quality of service we provide. You should inform us:

- When we have failed to provide a service that we are obliged to
- When we have agreed to provide a service and failed to do so
- When we have provided a poor service
- When you have been treated unfairly or discourteously by a member of staff



What happens if I am not happy with the service?

You can make a complaint verbally, in writing or by e-mail. We take all complaints seriously and deal with them quickly in line with our complaints policy. You can get a leaflet on complaints from our housing offices. (For details of how to contact us, please see the Contacting Us leaflet within this pack).

We will investigate and respond to your complaint within 10 working days of receiving it.

**“... a complaint received today may
be a service improvement tomorrow!...”**

We welcome all customer feedback to help us to put right problems and improve the services we deliver.

We report complaints and their outcomes to South Lakes Housing Board of Directors regularly. They will monitor the type of complaint and any service improvements put in place as a result of the complaint.

We will always try to sort things out to your satisfaction. However, if you feel that we have not dealt with your complaint properly you can complain to the Local Government Ombusman. Leaflets telling you how to do this are available from our housing offices.



Compensation policy

We have a policy for dealing with complains and paying compensation. This follows guidance on good practice from the Local Government Ombusman. **If he agrees with your complaint**, we aim to sort out the situation so you are in the position you would have been in if the fault had not happened. If we cannot achieve this, we may pay you compensation.

For more details, please pick up one of our leaflets, contact South Lakes Housing on **0845 057 0080** or visit our website **www.southlakeshousing.co.uk**



How do I make comments or suggestions on ways to improve the service?

We welcome all feedback and you give us your views:

- Through out newsletter
- At all our housing offices
- Through surveys, focus groups and the Leaseholder Club meetings
- By speaking to any member of staff
- Filing in a complaints, praise and suggestion form

We are always looking at ways to improve the service we deliver and make sure we are meeting the needs of our customers. We can only meet customers' needs by understanding what they want and getting their views

Please let us know what you think



How do I know how well you are performing?

We measure all areas of service delivery to make sure we will meet our yearly target.

We report our performance to the Government, Council, our customers and stakeholders (people or groups of people who have an interest in our organisation. For example – board members, staff and partners). We set targets each year to improve our performance and make sure we are comparing well against the best organisations nationally.

We report our performance:

- In our newsletter
- At housing offices
- On our website – **www.southlakeshousing.co.uk** (under the Leaseholder Services section)

We also carry out a survey of all leaseholders every year to assess satisfaction across all areas of service delivery. We measure satisfaction on all repairs completed and we involve customers in our tenants inspections, which run throughout the year. We want to tell you how we perform.



Quality

We take quality seriously. We want to test our services and commitment to quality and an excellent service through outside recognition of what we do.

We have held the Investors in People award since December 2005 and our Quality Management System has been accredited with BS EN ISO 9001:2000 (the British Standard) for making sure that we have, maintain and continue to adopt consistent procedures and use customer feedback to improve services. We have held this accreditation since 1999.



Equality and diversity

At South Lakes Housing we believe that everyone has the right to be treated with respect and have equal access to opportunities. We are determined to address discrimination and to promote equality and diversity in the provision of services and in employment.

We have a number of service standards related to equality and diversity, as follows.

Service standards:

- We will make sure that customers receive equal access to services no matter what their age, race, sex, disability, religion or sexuality
- We will make sure all staff are trained on equality and diversity issues and make sure they are able to deal with customers' special needs
- We will offer an interpreting service or British Sign Language to all our customers who have difficulty communicating in English or who have a disability
- We will make leaflets and information available in large print, on audio tape, in Braille or in different languages, when necessary