



KINGFISHER
HOUSING
ASSOCIATION

Getting It Right



Freephone Basingstoke 0800 988 4858
Freephone Winchester 0800 970 5299
Freephone Thatcham 0800 970 5299

Here to help you

We are committed to delivering the best possible service at all times and you play a big part in helping us to get it right.

Every resident can help make sure we provide housing services in the right way by letting us know when you are happy with the service we provide. However, sometimes things go wrong.

When they do we really appreciate the feedback you give us as this gives us the opportunity to try and put things right and look at whether we need to change the way we deliver services.

We have systems in place to log, acknowledge, process and respond to complaints, which will enable managers to take a close look at what we do, and demonstrate that when complaints identify service failures we take action so the problems do not re-occur.

If our customer service is poor we may give you a small complementary gift.

We have put together this leaflet to help you with your complaints, compliments, comments and suggestions. It tells you how to go about it and what to expect in return.

What is a complaint?

Complaints usually fall into one of the following areas:

- You want to question what we do or the way we do it.
- You consider we have not done something that we should have.
- Your needs are not being met due to the lack of a particular service.
- You are not satisfied with the quality of service you have received.
- You are unhappy with the way you have been treated.

First time requests for a service or a simple report, such as a repair, are not considered to be complaints but provide us with valuable information. If we fail to respond to that information, a complaint may well be justified.

If you have a problem that we are not dealing with, please let us know.

We may not know we are getting something wrong unless you tell us.

The complaints process

We will aim to resolve any problems or complaints as they arise and learn from them as an organisation. Therefore the initial stage is for you to resolve it with front line staff.

Stage 1

If you have not been able to resolve your complaint with our front line staff informally, you are encouraged to make a formal complaint to us in writing stating the reasons for your complaint and what you would like us to do about it.

We will aim to sort out complaints effectively and within the target times highlighted:

- We will acknowledge all formal complaints in writing within 1 working day, explaining what is happening and who is dealing with your complaint.
- We will provide you with a detailed response within 10 working days letting you know the outcome.

If it is going to take longer we will let you know when we will be able to respond.

Stage 2

If you are still unhappy with our response after we have investigated your complaint you can take the complaint a stage further.

You can do this by writing to;
Assistant Managing Director

**Kingfisher Housing
Association
Saxon Court,
Sarum Hill
Basingstoke,
Hampshire RG21 8SR**

A Senior Manager will take a fresh look at your complaint. We will write to you about the reinvestigation with any decision within 10 working days.

Stage 3

If you are still unhappy after the reinvestigation you should contact us stating the reasons why you remain unhappy and what you would like us to do about it. Your complaint will then be considered by our Complaints Panel.

The Complaints Panel only review complaints they cannot change policy, but they may wish to make a recommendation.

Our aim is that your complaint will be heard within 20 working days and you will have the opportunity, if you wish, to present your case in person.

The Panel will aim to advise you of the outcome of their decision within 10 working days.

There is no appeal the decision of the Complaints Panel is final.

Further action

If you are still dissatisfied once the complaints procedure is exhausted, you may take your complaint to the:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Tel: **0845 712 5973**

Web: **www.housing-ombudsman.org.uk**

Getting it right

The standards you can expect from us

We involve residents in everything we do. This leaflet explains how you can let us know:

- When things go well
- When things go wrong
- Or when you just want to make a comment or suggestion about the services we provide.

How to contact us

There are a number of ways you can contact us.

CALLING INTO OUR OFFICES

BASINGSTOKE

Saxon Court
Sarum Hill
Basingstoke
Hampshire
RG21 8SR

WINCHESTER

Pennyfarthing House
3 Chesil Street
Winchester
Hampshire
SO23 0HU

THATCHAM

6 Clerewater Place
Thatcham
Berkshire
RG19 3RF

FREEPHONE

0800 988 4858

0800 970 5299

0800 970 5299

FAX NUMBER

01256 357375

01962 833319

01635 293551

WEBSITE

www.kha.org.uk

www.hvhs.org.uk

www.hvhs.org.uk

OPENING HOURS

Monday – Thursday

8.30am – 5.00pm

Friday 8.30am – 4.00pm

Monday – Thursday

8.30am – 5.00pm

Friday 8.30am – 4.00pm

Monday – Friday

8.30am – 4.00pm

If you require this leaflet in large print, CD, tape, Braille or a different language please call us on our Freephone numbers

Türkçe (Turkish)



Eğer bu broşüre geniş baskı, CD, kaset, Braille alfabesi (görme engelliler için kabartma baskı) halinde ya da farklı bir dilde gerek duyarsanız lütfen kapakta gösterilen ücretsiz telefon numaralarından birinden bizi arayın.

Polski (Polish)



Jeśli potrzebujesz tej broszury wydrukowanej dużą czcionką, nagranej na płycie CD lub taśmie, napisanej alfabetem Braille'a lub w innym języku, zadzwoń do nas na jeden z bezpłatnych numerów podanych na okładce.

اردو - Urdu



اگر یہ لیٹ آؤپ کو بڑے حروف کی کھائی، ہی ڈی یا ڈی وی سی، یا (ڈاؤن آڈیو کی کھائی) یا کسی دوسری زبان میں چاہئے، تو سرورق پر دیے گئے مفت ٹیلیفون نمبروں میں سے کسی بھی ٹیلیفون نمبر پر ہم سے رابطہ کریں۔

Bengali – বাংলা



এই তথ্যপত্র (লিফলেট) মোটা হরফে, সিডি-তে বা ক্যাসেটে রেকর্ড করে, ব্রেইলে (অক্ষরলিপিতে) বা অন্য কোনো ভাষায় তাইলে, নয়ত করে যাচ্ছে (প্রথম পাতার) লেখা যে কোনো একটি ফ্রিফোন নাম্বারে আমাদেরকে ফোন করবেন।

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