

Complaints procedure & complaint form

Please hand your filled-in form at your
Local Housing Centre or send it to:
FREEPOST, EASTENDHOMES.

Please keep your copy of our complaints procedure.

We want to hear from you

We are committed to giving you the best possible service, but we don't always get it right. If things go wrong, we want you to tell us. Your views are important because they help us to check whether we are giving the best service we can. If you do not wish to make a formal complaint but want to tell us about a poor service you have received, we will keep a record of this to help us work out how to get better.

What is a complaint?

You may want to complain if you think we have:

- not treated you fairly or politely
- not done something we should have done or said we would do
- done something badly
- not carried out a policy or procedure as we promised.

We will not treat the following as complaints:

- first requests for a service, for example the first report of a repair
- complaints where a name is not given
- if you are a leaseholder and you are not happy with the way the service charge has been calculated. Queries on calculations should be raised with the Home Ownership Team.
- points of law (you should seek the advice of a solicitor/lawyer)

We are not able to deal with complaints about council services such as:

- Housing Benefit
- Council tax
- Common Housing Register Policy.

If you want to make a complaint about a Tower Hamlets service, you will need to contact the relevant council department or the council's own complaints section at:

Corporate Complaints
Tower Hamlets Town Hall
Mulberry Place
5 Clove Crescent
London
E14 2BG
Tel: **020 7364 4162**

COMPLAINTS PROCEDURE



How to Complain

If something has gone wrong, it is best to talk the problem over with the member of staff you have already dealt with.

Stage 1

If you are not able to resolve the problem by talking to our staff, you can make a formal written complaint.

If you need help completing the form, one of our officers will be pleased to assist you or take details over the phone. You will need to tell us how we have failed in delivering a service to you. You should also tell us what you would like us to do to put things right.

Your complaint will normally be investigated by the Service Manager. We will acknowledge receipt of your complaint within 3 working days. **You should receive a full written response within 10 working days** or be kept advised if there will be a delay in providing a full response to you. We will let you know if your complaint has been upheld.

Stage 2

If you are not happy with our response to your complaint, you can ask for your complaint to be looked at again by a Director. You must do this within 15 working days of the date we send you the response to your Stage 1 complaint.

You will need to explain the reason or reasons why you think your complaint has not been answered. You may want to think about getting help from an independent legal advisor.

We aim to carry out our investigations and give you a full written response to Stage 2 complaints within 15 working days, or we will tell you if there will be a delay. We will let you know if your complaint has been upheld.

Stage 3

If you are still not happy with our response, you can ask for your complaint to be considered at Stage 3.

Your complaint will be looked at by a panel made up of members of our board and residents.

You must do this within 15 working days of the date of your response.

This panel will look at any complaints that have not been resolved in the first two stages of our complaints procedure. The panel will aim to convene within 20 working days of your request.

You have the right to put your case forward to the group yourself, or you can ask to have someone to represent you, as long as you notify us in advance.

Housing Ombudsman Service

If you have followed our complaints procedure but you are still not happy with our response, you can contact the Housing Ombudsman Service.

The Housing Ombudsman is an independent person who looks at complaints from residents of registered social landlords. You have the right to contact the Housing Ombudsman Service at any time. However, they will expect you to have followed our complaints procedure before they will consider your case.

For advice or information on the Ombudsman Service, please contact:

Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN

Phone: **0300 111 3000**

www.housing-ombudsman.org.uk

Email: **info@housing-ombudsman.org.uk**

We are committed to dealing with all complaints quickly. In some cases, we will not continue with a request to deal with a complaint if we feel that the reasons for the complaint are not justified. We will let you know in writing exactly why we will not look further into a complaint.

We will send out satisfaction surveys when each case is closed to monitor how you rate our case resolution and handling.

Complaint form

For office use only
Reference Number

Data Protection Act 1998 – Some of the information provided on this form will be stored on a computer. This information will be dealt in the strictest confidence and will only be used to monitor the progress of your complaint and for performance monitoring.

Your Details

Full Name

Address

Postcode

Daytime
telephone

Your Complaint

To help us look at your complaint, please give us as much information as possible. This should include the names of any officer or officers who have been dealing with your complaint and the date or dates that you got in touch with them.

It would also be helpful if you include any reference or job numbers and copies of any letters you have received.

What do you think we should do?

Please sign

Signed

Dated

About you

Ethnic origin - How would you describe yourself?

- White British White Irish Other white background
 Indian Pakistani Bangladeshi
 Chinese Any other Asian background
 Caribbean White and Black Caribbean White and Asian
 African White and Black African
 Any other black background - please say Other Asian Background - please say
 Prefer not to say

Do you have a disability? Yes No Prefer not to say

Age - Are you...? Under 25 25-45 46-64 65+ Prefer not to say

What is your religious belief?

- Buddhist Christian Hindu Jewish Muslim
 Sikh No religion Other (Please tell us)
 Prefer not to say

How would you define your gender?

- Male Female Transgender Male Transgender Female Prefer not to say

How would you define your sexual orientation?

- Bisexual Gay Heterosexual Lesbian Prefer not to say

How to contact us

EastendHomes Head Office

Tayside House, 31 Pepper Street, London E14 9RP

E-mail: enquiries@eastendhomes.net

Phone: 020 7517 4700

Fax: 020 7515 0218

Mile End Housing Centre

38 Wager Street, London E3 4JE

E-mail: mileend@eastendhomes.net

Phone: 020 8880 7055

Fax: 020 8880 7810

Island Gardens Neighbourhood Centre

137 Manchester Road, London E14 3DN

E-mail: islandgardens@eastendhomes.net

Phone: 020 7538 2340

Fax: 020 7537 0512

St George's & Glamis Housing Centre

61a Swedenborg Gardens, London E1 8HP

E-mail: stgeorges&glamis@eastendhomes.net

Phone: 020 7680 8640

Fax: 020 7680 8641

Freephone: 0800 0281587

Holland Housing Centre

35-39 Commercial Street, London E1 6BD

E-mail: holland@eastendhomes.net

Phone: 020 7456 6700

Fax: 020 7456 6737

Home Ownership Team

Tayside House, 31 Pepper Street, London E14 9RP

Phone: 020 7517 4708 or 020 7517 4722

Fax: 020 7515 0218

You can send us a text message to **07961 941584**



Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- in languages such as Bengali and Somali
- in Braille
- in large print
- on audio tape

To ask for a different format, please contact your local housing centre.