



Islington and Shoreditch Housing Association: Getting it right – Our Complaints Policy & Process

Islington and Shoreditch Housing Association (ISHA) want to provide you with the best possible service. In order to achieve this we would like to know what people think about us. We welcome residents' feedback and would appreciate any comments or compliments you wish to make about our services or a member of staff.

If you are unhappy with something we would like you to tell us so that we can try and put things right. We can only improve if we know what isn't working well.

Comments/Compliments

If you have a suggestion on how we can do something better, please complete the comments/compliments form at the back of this booklet and return it to our office address at:

ISHA,
102 Blackstock Road,
London,
N4 2DR.

Or email haveyoursay@isha.co.uk

If we have done something particularly well, please let us know. Complete the comments/compliments form at the back of this booklet and send it to the above address **or email haveyoursay@isha.co.uk**

By letting us have your comments and telling us what we have done well, you will help us provide better services in the future.

Complaints

You may want to complain to us if you feel we have:

- not fulfilled our responsibilities
- not carried out a stated policy or procedure
- not provided the type of service you feel you are entitled to
- made the wrong decision
- acted unfairly towards you or somebody else

How can I complain?

There are several ways for you to make a complaint. You can:

- call the complaints officer directly on 0207 704 7390.
- call the switchboard on 0207 226 3753 and ask to make a complaint.
- make a complaint to any officer you speak to.
- email your complaint to haveyoursay@isha.co.uk
- fax a complaint to 0207 704 7304.
- write to our office at Complaints Officer, 102 Blackstock Road, London, N4 2DR.
- come to the office at the above address.
- complete the form attached in this policy.

If your complaint cannot be dealt with immediately we will:

- refer your complaint to an appropriate Manager;
- contact you within 2 days to tell you who is dealing with the complaint
- write to you within 10 working days with a detailed response.

The complaint may go through four stages:

Informal Complaint

If this is the first time you have contacted us about something that has gone wrong, and we are able to sort your issue/complaint/problem? At the first point of contact, we will record this as an informal complaint.

Stage 1

This is the first stage of ISHA's formal complaints process. Your complaint should be forwarded to ISHA. It will be acknowledged within 48 hours and you will receive a written reply within 10 working days.

We aim to resolve most complaints at this stage however if you are not happy with our response to your Stage 1 complaint, you can take it to the next level, Stage 2, where it will be dealt with at a higher level. The letter you receive at Stage 1 will tell you how to do this.

Stage 2

You should reply to our Stage One response in any manner described above, confirming you wish to take your complaint to Stage Two. A different person will review your complaint, and he/she will acknowledge your complaint within 48 hours and you will receive a written response within 10 working days.

If you are still not happy with our response to your Stage Two complaint, you can take your complaint to the next level, Stage Three. The letter you receive will tell you how to do this.

Stage 3

You should reply to our Stage Two response in any manner described above, confirming you wish to take your complaint to Stage Three. The Company Secretary of the Association will then arrange a panel hearing within 20 working days.

The panel will comprise of three members who will be from the ISHA Board or the Sub Committee responsible for the service in question.

None of the members of the panel will have been involved in the complaint before. You will be invited to put your case before the complaints panel and their written response will be sent to you within five working days of the hearing.

The Independent Housing Ombudsman

If after the appeal you feel that your complaint is still unresolved, you have the right to appeal to the Independent Ombudsman at the following address:

The Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Please note the Housing Ombudsman will normally only deal with your case if you have been through all three stages of ISHA's formal complaints procedure.

Compensation

When you make a complaint, you will also be sent the ISHA compensation policy.

Review of complaints

- All formal complaints will be reviewed on a monthly basis by ISHA. The purpose of the review will be to identify trends requiring action or any necessary changes to a policy or procedure.
- In addition the Housing Services sub-committee will receive a summary of all formal complaints at the end of each quarter of the financial year. This will include any changes in policy and procedure resulting from the complaint and subsequent investigation.
- ISHA also publishes performance against service standards on a quarterly basis, in the Resident Newsletter, ISHA News and on the ISHA website. This includes a summary of the formal complaints and any changes in policy and procedure resulting from these investigations.
- Following closure or resolution of the complaint, we will send you a feedback form. The purpose of this will be to provide us with information to improve our services in the future.
- The complaints process is reviewed by the Board on an annual basis.

Complaints Form

Your details:

We want to make sure our customers are treated fairly and equally.

To do this, we would be grateful if you would provide the following information. We will keep this information confidential and it will not affect how we handle your complaint.

Your name: _____

Your address: _____

_____ **Postcode:** _____

Telephone numbers:

Home: _____ **Work:** _____

Mobile: _____ **Email:** _____

Please tick which of the following boxes apply to you:

1. What is your gender?

Male Transgender Male Prefer not to say

Female Transgender Female

2. What is your age group?

Under 18 35 to 59 18 to 25 26 to 40

41-59 60+ Prefer not to say

3. What is your ethnic origin?

Black or Black British

- Caribbean
- African
- Other

Chinese or other South East Asian ethnic group

- Chinese
- Vietnamese
- Other South East Asian
- Other: _____
- Prefer not to say

White

- British
- Irish
- Other

Mixed

- White and black Caribbean
- White and black African
- White and Asian
- Other

Asian or Asian British

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Indian | <input type="checkbox"/> Bangladeshi |
| <input type="checkbox"/> Vietnamese | |
| <input type="checkbox"/> Pakistani | <input type="checkbox"/> Other |

4. What is your religion?

- Muslim
- Jewish
- Sikh
- Atheist / Agnostic
- Other
- None
- Prefer not to say
- Christian
- Buddhist
- Hindu

5. Does anyone in your household have a disability?

Yes No

6. Please indicate which stage of the complaints process you are taking:

Stage 1 Stage 2 Stage 3

7. Name of any officers at ISHA who you have dealt with:

8. Please give details of your complaint:

**9. Is there any action you would like us to take?
Please specify:**

Your signature: _____

Date: _____

Please tear the complaint form out of the booklet and send the form back to us in the freepost envelope we have given you.

If you need a copy of this form in large print, Braille, audio form or translated into your first language, please contact the ISHA office.

Comments/compliments form

Your details

We want to make sure that all our customers are treated fairly and equally.

To do this, we would be grateful if you would provide the following information. We will keep this information confidential and it will not affect how we handle your complaint.

Your name: _____

Your address: _____

_____ Postcode: _____

Telephone numbers:

Home: _____ Work: _____

Mobile: _____ Email: _____

Please tick which of the following boxes apply to you:

1. What is your gender?

Male Transgender Male Prefer not to say

Female Transgender Female

2. What is your age group?

Under 18 35 to 59 18 to 25 26 to 40

26 to 40 60+ Prefer not to say

3. What is your ethnic origin?

Black or Black British

- Caribbean
- African
- Other

Chinese or other East Asian ethnic group

- Chinese
- Other East Asian
- Other: _____
- Prefer not to say

White

- British
- Irish
- Other

Mixed

- White and black Caribbean
- White and black African
- White and Asian
- Other

Asian or Asian British

Vietnamese

Indian

Bangladeshi

Pakistani

Other

4. What is your religion?

Muslim

Jewish

Sikh

Atheist / Agnostic

Other

None

Prefer not to say

Christian

Buddhist

Hindu

5. Does anyone in your household have a disability?

Yes

No

6. Please give details of your comment/compliment*
Delete as appropriate:

7. Is there any action you would like us to take?
Please specify:

Your signature: _____

Date: _____

Please tear the complaint form out of the booklet and send the form back to us in the freepost envelope we have given you.

If you need a copy of this form in large print, Braille, audio form or translated into your first language, please contact the ISHA office.

April 2010