



Customer information

COMPLAINTS, COMMENTS AND COMPLIMENTS

COMPLAINTS

At LHA we aim to provide an efficient, responsive and customer-friendly service to our tenants, leaseholders and other service users. We'd like to hear from you if you're not satisfied with any aspect of our service so we can learn from our mistakes and improve our services in the future.

If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.

COMMENTS

We also welcome comments about your experience of using our services, and if you feel we can improve them. Please let us know your thoughts so we can improve services for all our customers.





COMPLIMENTS

We always welcome compliments about our service, and are delighted when our customers tell us we've got it right. If you'd like to compliment a member of staff or a team please let us know. In the same way as we use complaints to improve our service, compliments and comments too can help us improve services.

WHO CAN COMPLAIN?

Our policy applies to anyone who receives or asks for a service from us.

HOW CAN I COMPLAIN?

We want all customers to be able to complain in whichever way they feel comfortable with such as;

- Writing in or sending a fax to our Customer Contact Centre
- Visiting, in person at our offices
- Telephoning the Customer Contact Centre on 0845 389 1777
- Emailing or contacting us via our website: www.lha.org.uk

If you don't feel able to make the complaint you can get someone else to contact us on your behalf such as a friend, support worker or a Member of Parliament (MP).

WHAT HAPPENS WHEN A COMPLAINT IS RECEIVED?

We hope we can deal with all complaints quickly and informally but, if this is not possible, there are three formal stages to our complaints procedure.

Stage 1 – Your complaint will be acknowledged within 2 working days and you will be advised who is investigating the complaint. You will receive a written response from the appropriate Head of Service normally within 10 working days. If we cannot fully respond within 10 working days we will write and let you know when you can expect a full response.



Stage 2 – If you are not satisfied with the reply you get at stage 1, you can ask our Managing Director to review our decision. This review will take up to 10 working days and we will send you a full reply in writing.

Stage 3 – If you are still not satisfied with the outcome of stage 1 and 2, we will arrange an appeals panel within 28 days of receiving your request to do so. This panel will include two independent representatives where possible, one of our tenants from a Complaints Working Group, and one of our Board Members who will hear your appeal.

You can ask a solicitor to represent you at the appeals panel, or you can bring someone else with you to help present your case..

WHAT IF I AM STILL NOT SATISFIED?

If you have been through our internal complaints procedure and you are still not satisfied with the outcome, you can contact the **Housing Ombudsman**. This is an independent organisation set up to investigate complaints about housing associations. The ombudsman's decision is final. You can contact the ombudsman as follows.

Housing Ombudsman Scheme

Tel: **020 7421 3800**

81 Aldwych

Fax: **020 7831 1942**

London

Lo-Call: **0845 7125 973**

WC2B 4HN

Minicom: **020 7404 7092**

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



LHA, 3 Bede Island Road,
Leicester LE2 7EA
www.lha.org.uk



WHAT HAPPENS IF LHA HAS FAILED?

If at any stage your complaint shows that we've failed in some way and are at fault, we may offer:

- An apology
- An explanation
- Action to put things right
- A goodwill payment – especially if you have suffered inconvenience

MONITORING

All complaints and compliments are monitored to ensure that we learn from our mistakes and continuously improve our services. The Complaints Working Group, which has tenant representatives from each area, reviews a selection of all complaints on a quarterly basis to ensure consistency. Our performance is also reported to the LHA Board and Quality Circle, both of which have tenant representatives. We will publish details in our tenant magazine, 'Streetwise'.

HOW WAS IT FOR YOU?

While we know at times you won't be satisfied with our response to a complaint, we want to make sure that you were happy with the process. Therefore, should you make a complaint and the matter has been concluded you may be asked to complete a satisfaction survey to let us know how you found the experience.

If you want to know more about how to get involved in the Complaints Working Group, please call the Customer Contact Administrator on 0116 257 4111.

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