

Putting Things Right



We can supply this information in large print, on audio tape or in your language. Please call 01202 264444 to discuss your requirements.

Quality Homes In Strong Communities



This booklet tells you:

- ★ What a complaint is
- ★ How to make a complaint
- ★ How to appeal a decision
- ★ What we can do to put things right

On the centre pages, you will find a complaint form that can be pulled out and returned to us, free of charge.

We aim to provide residents with high quality services and we always try to get things right first time. However, we appreciate that sometimes this doesn't happen, and mistakes are made.

This booklet gives you more information about what you can do if you are dissatisfied with the service you have received from Poole Housing Partnership, our staff or contractors.

We treat all complaints very seriously and this booklet tells you how we will handle your complaint, how quickly, and the steps you can take if you are unhappy with the way your complaint has been dealt with.

Thank you for taking the time and effort to contact us. Your comments provide a valuable source of feedback and we appreciate the time you have spent to do this.

We may not always know where there is a problem so it helps to know where our residents believe we can improve services. We have often changed the way we work as a result of learning from complaints and other feedback.

What sort of complaint does this process cover?

When you report something to us with an expectation that we will deal with it, this is not recorded as a complaint. It becomes a valid complaint if we fail to respond or deal reasonably with the issue.

As an example, complaints about neighbour nuisance or reports of anti-social behaviour are taken very seriously but are dealt with by the Housing Officer for your area. However, you may make a complaint about the way PHP has dealt with or failed to deal with the nuisance or anti-social behaviour reasonably.

How will you handle my complaint?

There are three stages to this process to make sure that you are completely satisfied with the way in which we deal with your complaint, and that you have a fair opportunity to appeal against any outcomes that you disagree with.

Stage 1

We ask that you try and resolve any problems with our front line staff informally. However, if you were not able to do this, you may make a formal complaint. You can do this by completing this form, writing a letter, sending an e-mail, telephoning or visiting our offices.

The Complaints Officer will acknowledge your complaint within 2 working days providing you with a date by when you can expect a response and the name of the Manager investigating. We aim to resolve your complaint at this stage within 10 working days.

Customer Complaint Form

Before you complete this form, have you contacted PHP first to see how they can help?

If you need any help in filling in this form, please let a member of staff know and they will be happy to help.

Name

Tel (Day)

Address

Tel (Eve)

Mobile

Postcode

E-mail

Name of person you have been speaking with?

When did this happen?

Have you complained about this before?

Yes

No

If yes, how many times have you complained, when and to whom?

What action, if any, has been taken to solve the problem?

How would you like PHP to resolve your complaint?

How would you prefer PHP to contact you?

Signed

Date

Details of complaint (please provide as much detail as possible)

Do you have any special communications requirements?
For example, an interpreter, audio format or large print

**Once complete, please return this form to:
Putting Things Right, FREEPOST PHP**

FOR PHP OFFICE USE ONLY

Date received: Complaint No:

Passed to: Documents enclosed? Yes No

Was the customer assisted to complete the form? Yes No

If Yes, name the employee:

Date acknowledged: Investigating officer:

About You

PHP operate a policy of equal opportunity and fair treatment for all our residents. To assist in monitoring this policy, we ask that you please provide details on this section of the form. The information you provide here is kept confidential and will not affect the way that we handle your complaint.

Gender

Female Male

Date of Birth

Ethnicity

White

British
Irish
Gypsy/Roma
Traveller of Irish heritage
Any other White background

Indian
 Pakistani
 Bangladeshi
 Any other Asian background

please write in

please write in

Black or Black British

Caribbean
African
Any other Black background

Mixed
White & Black Caribbean
 White & Black African
 White & Asian
 Any other Mixed background

please write in

please write in

Chinese or other

Chinese
Any other ethnic group

Disabilities
Do you consider yourself to have a disability as defined by the Disability Discrimination Act?

please write in

Yes No

The investigating officer will write to you to say whether he/she upholds your complaint and explain what action has been proposed as a result.

If your complaint is complex, for example includes different areas of service, it could take more than 10 working days to look into it fully. If this situation arises we will contact you to explain why we need more time and agree a response date with you.

Stage 2

If you are unhappy with the outcome of your complaint at Stage 1, you can contact the Complaints Officer within 56 days of receiving our response and explain why you are unhappy with the outcome. The Complaints Officer will acknowledge your wish to proceed to the next stage within 2 working days.

To make sure that a totally independent investigation is carried out, your complaint will be investigated by a Senior Manager who has not been involved in your complaint in any way and does not manage the service that you have complained about.

The Senior Manager will then write to you with the results of their investigation within 10 working days.

Stage 3

If your complaint has still not been resolved to your satisfaction, you can request that the Chief Executive of PHP, Joe Logan, takes a fresh look into your complaint. Please contact the Complaints Officer within 56 days of receiving our Stage 2 response to explain what you remain unhappy about.

The Complaints Officer will then pass these details to the Chief Executive who will contact you within 3 working days to make arrangements to meet with you.


He will then re-investigate your complaint and the action taken in previous stages and write to you within 10 working days with his decision.


If you are still dissatisfied after PHP's complaints process is complete, you can contact the Local Government Ombudsman who will look at how your complaint has been handled by us.


Please note that the Ombudsman will only investigate once PHP have had the opportunity to resolve your complaint through this process.


Local Government Ombudsman
The Oaks
No.2 Westwood Way
Westwood Business Park
Coventry
CV4 8JB

Who Do I Contact for Help?

 The Complaints Officer
Poole Housing Partnership
Beech House
28-30 Wimborne Road
Poole
BH15 2BU

 0800 652 3900

 comments.php@poole.gov.uk

 www.yourphp.org.uk

How do PHP monitor complaints?

All formal complaints received by PHP are reported to our Board of Directors every month. Names and addresses are kept confidential but the reason for the complaint, the outcome and any further action needed are provided.

Once your complaint has been resolved, you will be invited to take part in a short satisfaction survey about the way your complaint was handled. This helps us to continuously improve the services we provide to you.

How will PHP put things right?

There are a number of actions we can take to put things right if we have made a mistake. We can:

- ★ Make an apology
- ★ Carry out work, such as repairs
- ★ Make the decision which should have been made in the first place
- ★ Reconsider and overturn an earlier decision
- ★ Improve our procedures and train staff

If we find that you have been disadvantaged in some way either by the cause of your complaint or in pursuing it, we will consider paying you compensation.

Generally, compensation will be a payment to recognise distress or inconvenience caused to you. This will be determined by the Manager who investigates your complaint.

