



Chevin

HOUSING ASSOCIATION LTD

*A Member of the Chevin Housing Group
Charitable*

شکاوې اِطراءات تعلیقات

অভিযোগ প্রশংসা মন্তব্য

شکایات تقدیر و تشکر نظرات

Commentaires Compliments Réclamations

Comments, Compliments and Complaints

Uwagi Pochwały Skargi

ਟਿੱਪਣੀਆਂ ਪ੍ਰਸ਼ੰਸਾ ਸ਼ਿਕਾਇਤਾਂ

Faallo ka Bixin Ammaan Dacwooyin

شکایات تعریفیں اظہار خیالات



Comments, Compliments and Complaints

Chevin seeks to provide an efficient and effective housing service, which meets the needs of our customers and puts them at the heart of everything we do.

This means that we are committed to delivering the highest levels of service that our customers demand and deserve, whilst striving for quality, affordability and equality in all our work.

We promise to listen to the views of our customers and openly welcome your feedback, comments and suggestions about our services and how you think we can improve them.

Whether you have received an excellent service from Chevin or have a complaint, we need to know. You can use this form to tell us, or you can phone, email, fax or contact us via our website. This policy applies to all our tenants, residents and applicants.

Comments

If you have a suggestion on how we can do something better then please fill in the attached form or just ring us and let us know. We will make a record of this and consider how your comments can help us improve the services we provide to you.

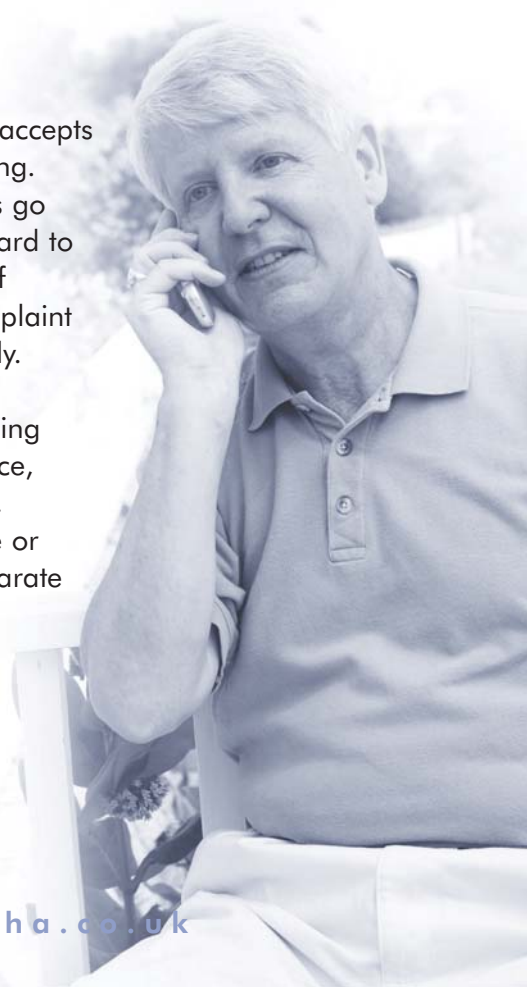
Compliments

If we have done something particularly well, or if you think one of our staff deserves a special thank you, please let us know. Again you can use the attached form or choose whichever method suits you to contact us.

Complaints

Chevin aims to get it right first time but accepts that from time to time things do go wrong. We want you to let us know when things go wrong so we can apologise and work hard to put it right. We regard any expression of dissatisfaction with our service as a complaint and these will always be treated seriously.

This policy deals with complaints regarding dissatisfaction with the standard of service, actions or lack of action by Chevin staff. If you have a complaint regarding noise or nuisance this will be dealt with by a separate procedure. Please contact staff at our Head office and they will advise you.



We will accept a complaint verbally or by letter, fax or e-mail, or one of our staff will call to your home to discuss your complaint if you prefer. If you would like a copy of this information in any other language, Braille, large type, cassette or any other format please let us know.

We will be open and approachable when dealing with complaints and we will use your complaints to learn from any mistakes and to improve our service delivery. We will deal with complaints in an impartial, objective and professional manner.

We will offer mediation as an option to resolve complaints where we feel this is appropriate.

How will we handle your complaint?

In the first instance, we encourage our customers to raise their complaint informally with staff at our local offices. Tell us what the problem is and our staff will do their best to sort out your problem straight away.

If you are not satisfied with the initial response you receive or feel that your problem has not been resolved you can make a formal complaint.

Our formal complaints procedure has 3 stages:

- 1.** Investigation by relevant Line Manager
- 2.** Review by Departmental Head
- 3.** Appeal by Complaints Appeal Panel (Director/Chief Executive and 2 Board members)

Stage 1

At the **Investigation** stage we will acknowledge your complaint within 3 working days of the date of receipt, and give you the name of the Line Manager who will be investigating and responding to your complaint. You will receive a full written response within 10 working days. If your complaint is going to take longer than 10 days to sort out, we will write to explain the delay and advise you of when you can expect to receive a detailed reply. We will give you a written decision and the reason for that decision. If you are not happy with the response then you can progress your complaint by moving to the Review stage by calling or writing to let us know you wish to do this.

Stage 2

At the **Review** stage a Departmental Manager will acknowledge your complaint within 3 working days from the date of receipt, let you know the name of the person dealing with your complaint and give you a full written response within 10 working days (if this is likely to take longer than 10 days we will let you know). Once again we will give you a decision and explain the reason for that decision. If you are still not satisfied with our response then you can progress your complaint to the final stage in our complaints procedure which is the Appeal stage. Again, just call or write to us to let us know you wish to do this.

Stage 3

At the **Appeal** stage your complaint will be considered by our Complaints Appeal Panel which will consist of one of our Directors (or Chief Executive) and 2 Board members. You will receive an acknowledgement to your appeal within 5 working days from the date we receive your request. An appeal hearing will be made within 15 working days from the date of receipt at a mutually convenient time and date. We will provide you with copies of all correspondence relating to your complaint to help you prepare in advance of the meeting. At the meeting you will be given the opportunity to be accompanied by a friend or family member for support (this excludes legal representation). We will provide you with a final written response with the outcome of the appeal within 5 working days from the date of the hearing.

If you are not satisfied with the decision made by Chevin's Complaints Appeal Panel, you may want to take the matter to the Independent Housing Ombudsman at the address below:

Independent Housing Ombudsman

Norman House
105-109 Strand Road
LONDON WC2R 0AA

Please note that the Ombudsman will only deal with cases that have been through Chevin's complaints procedure.

What happens to your complaints?

Following our final response at each stage of the Formal Complaints procedure (Investigation, Review and Appeal) we will write to you to ask if you are satisfied with the outcome and give you the opportunity to complete a short questionnaire to let us have some feedback on how you think we handled your complaint.

Chevin reports complaints performance on a quarterly basis to the Operations Committee.

We will routinely analyse and learn from outcomes and use these to ensure performance is measured, monitored and used to drive improvements.

We will publicise learning outcomes in our tenants' newsletter.

We will annually review our complaints procedure and consult with our residents on this process.

Our contact details are;

Head Office:
Chevin Housing Association Ltd
Harrison Street
Wakefield
WF1 1PS

Tel: 0845 2701088 (local rate)
Fax: 01924 363595
Email: enquiries@chevinha.co.uk
Website: www.chevinha.co.uk

Note:

As we are sure you will agree, we are not able to deal with a complaint if it is being pursued in an unreasonable manner. Offensive language, whether used verbally or in written correspondence cannot be tolerated. For our part, we promise to be courteous and polite at all times.



The Chevin Housing Group is committed to ensuring and promoting equality and diversity in all areas of activity and responsibility including employment, housing and service provision. You are not obliged to give us this information, but by filling in the form, you will be helping us by giving us a better understanding of your individual needs. All of the information that you give to us will be treated in confidence and in accordance with the Data Protection Act 1998.

Gender: Male Female

Date of birth: / /

Ethnicity (please place 1 'x' in one box)

I would describe myself as

White

- British Irish
- Any other White background*

Mixed

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

Asian or Asian British

- Indian Pakistani
- Bangladeshi
- Any other Asian background*

Black or Black British

- Caribbean
- African
- Any other Black background*

Chinese or other Ethnic Group

- Chinese
- Any other background*

* If you have marked 'other' please state how you describe yourself:

My religion is

- None Christian (including Church of England, Catholic, Protestant & all other Christian denominations)
- Buddhist Hindu
- Jewish Muslim
- Sikh Any other religion

(please specify)

Disability:

Section One of the Disability Discrimination Act defines disability as a physical or mental impairment, which has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities.

Using the above definition, do you consider yourself to have a disability?

- Yes No *If yes, please give details.*

Your sexual orientation

- Bisexual
- Gay man
- Gay woman/lesbian
- Heterosexual/straight
- Other
- Prefer not to say

CONSENT SECTION - Please sign this section to show that you consent to Chevin using this information. All of the information that you give in this form will be strictly confidential and will only be used by Chevin and those partners directly involved in providing housing management and services to you.

I / we understand that information which I / we have given on this form will be used by Chevin Housing Group to update details where appropriate. I / we understand that the information will be used for monitoring purposes to help ensure equality of access to services for all Chevin customers. **Please sign below to show your consent.**

Signature: **Date:**

This form is completed to the best of my knowledge and belief.

A Member of the Chevin Housing Group



RESPONSE SERVICE No.
L8878

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Chevin Housing Association Ltd
Harrison Street
Wakefield
WF1 1PS

We are committed to a policy of equal access to information.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

- Arabic** نحن ملتزمون بسياسة المساواة في إتاحة الوصول إلى المعلومات .
إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن نقوم بالاتصال بنا.
- Bengali** আমরা তথ্য সমানভাবে প্রবেশাধিকারের বা সকলকে জানানোর ব্যাপারে দৃঢ় প্রতিজ্ঞ।
যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।
- Farsi** ما متعهد هستيم به سياست دسترسى برابر به اطلاعات
اگر این مدرک را به زبانی دیگر یا در فرمتهی دیگر میخواهید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید
- Punjabi** ਅਸੀਂ ਸਭਨਾ ਨੂੰ ਬਰਾਬਰ ਜਾਣਕਾਰੀ ਦੇਣ ਦੀ ਪਾਲਿਸੀ ਦਾ ਪਾਲਣ ਕਰਨ ਲਈ ਵਚਨ-ਬੱਧ ਹਾਂ।
ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।
- Somali** Waxaan ballan qaadnay siyaasadda ah in si siman loo helo wararka.
Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.
- Urdu** معلومات تک مساوی رسائی کی پالیسی پر ہم عمل پیرا ہیں۔
یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔
- French** Nous avons mis en place une politique d'égalité d'accès aux informations.
Si vous souhaitez consulter ce document dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.
- Polish** Wyznajemy zasadę równego dla wszystkich dostępu do informacji.
Jeżeli chciał(a)by Pan/i otrzymać ten dokument w innym języku czy postaci lub jeżeli potrzebuje Pan/i pośrednictwa tłumacza, prosimy o skontaktowanie się z nami.



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Charitable

Chevin Housing Association Ltd
Harrison Street · Wakefield · WF1 1PS

Tel: 0845 2701088

Email: enquiries@chevinha.co.uk

www.chevinha.co.uk

If you would like a copy of this information in any other language or format please contact us.



CASSETTE



IN LARGE TYPE



BRAILLE



OR ANY OTHER
FORMAT

February 2008 version 2.



business for neighbourhoods