

If things go wrong

Making a complaint



We aim to provide the best possible service to you all the time, but sometimes there are circumstances that can affect our service.

This leaflet describes the stages in our complaints procedure and how to contact us if you have a complaint.



We want to make sure that when things go wrong they are dealt with quickly, efficiently and fairly.

Your views are important to us – if you have a problem with the service you have received from us we want you to tell us about it so we know what we can do better.

The purpose of this leaflet is to explain:

- what is meant by a complaint
- what to do if you want to make a complaint
- what happens if you are unhappy with the decision
- what is not covered by our complaints procedure.
- Where we have failed to follow, or have been unfair or inconsistent in applying our policies or procedures.
- Where we have failed to keep you informed, through lack of or insufficient information.
- Where there has been inappropriate behaviour or attitude from our staff.
- If you are in any way unhappy about the way we've delivered a service.

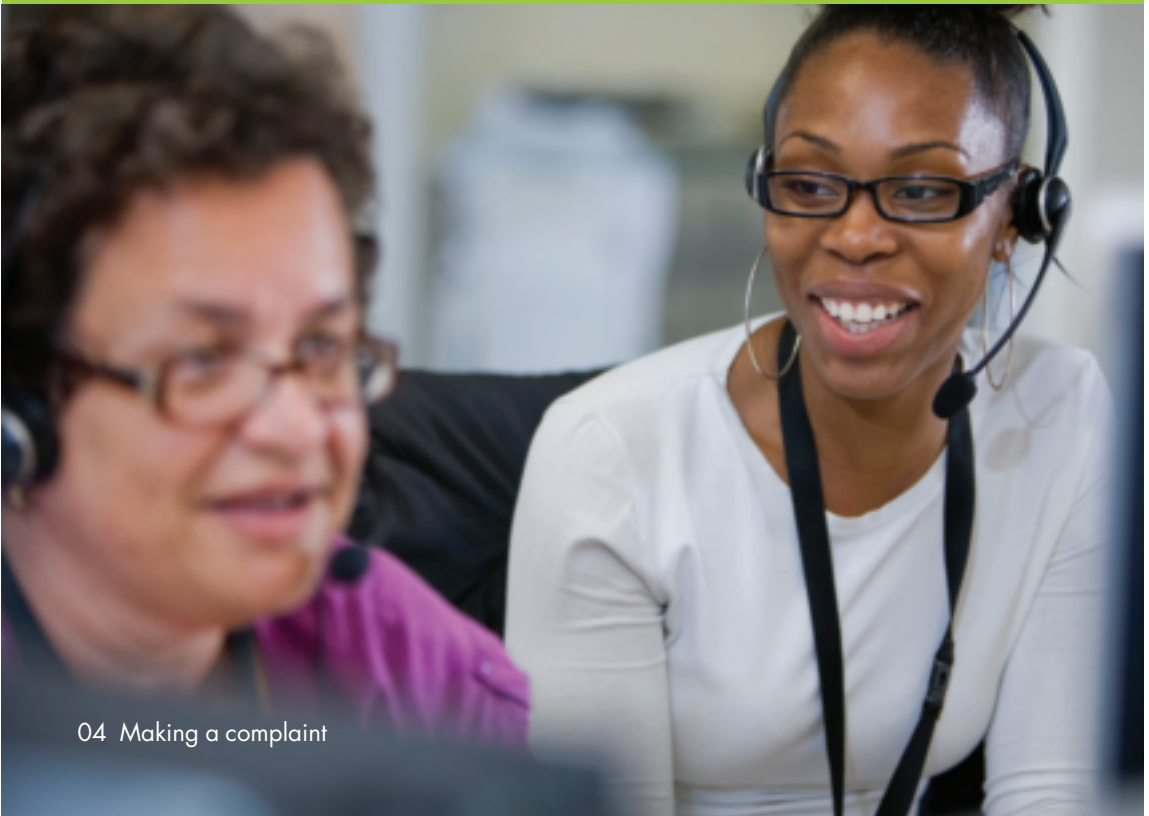
What is a complaint?

- Where we have failed to provide or there's been a delay in providing a service to you.

If your complaint is about the repair service you must contact your repairs contractor in the first instance to give them the chance to put things right.

What happens next?

As soon as we receive your complaint it will be recorded and investigated by a member of staff. We'll always try and resolve your complaint immediately and we'll apologise when we get it wrong.



Further investigation

If further investigation is needed we'll contact you within ten working days and agree a resolution. Depending on the type of complaint, we'll do our best to deliver the service that we failed to provide and, where possible, review our procedures so that the same mistake doesn't happen again.

In the unlikely event that your complaint can't be resolved, you should write to us within 28 days of receiving our response to explain why you feel your complaint hasn't been resolved.

We will acknowledge your complaint and pass it to a member of our senior management team. They will either resolve the complaint with you directly or arrange for it to be considered by an appeals panel.

The appeals panel will meet within 28 days of your request to consider your complaint. This will involve the manager presenting the case to the panel, which consists of a head of service and two committee members.

You will have the opportunity to put your case to the panel in writing or in person. They will decide whether or not to uphold your complaint and will write to you within ten working days with details of their decision.

Appealing the decision

If you're unhappy with the outcome of the panel, you can appeal to the Housing Ombudsman Service (HOS). You can complain to the HOS only if you have been through all of the stages in our complaints procedure. The HOS can be contacted at:

Housing Ombudsman Service

81 Aldwych
London
WC2A 4HN

Tel 020 7421 3800

Email info@housing-ombudsman.org.uk

Website www.housing-ombudsman.org.uk

What our complaints procedure does not cover

- Matters being dealt with by the Ombudsman Service, liability claims or where legal action has begun.
- Anything that happened over a year ago, unless you've only recently become aware of the situation.
- Complaints from one resident about another. You should contact your neighbourhood housing team for advice on neighbour disputes.
- Repair matters where you have not tried in the first instance to resolve the problem with your repairs contractor.
- Complaints about housing benefit. This is the responsibility of your local authority.

Complaint form

If you have a complaint that is relevant to the information in this leaflet, please fill out and return this form.

Name

Address

Telephone

Email

Please give full details of your complaint and what you would like us to do.
(Continue on a separate sheet if necessary).

How to contact us

Telephone

0300 100 0303

Text Relay

18001 0300 100 0303

Email

customerservice@affinitysutton.com

Or you can write to us at

Maple House, 157-159 Masons Hill,
Bromley, Kent BR2 9HY

Website

www.affinitysutton.com

This leaflet is available in large print or audio CD on request.

To request a translation please speak to a member of our reception team or call us.

Ücretsiz tercüme için, telefon idin:

Para obter uma tradução, ligue para:

Ako vam treba prevod, molimo vas nazovite:

Turjumaad ma u baahan tahay?

On offre un service de traduction téléphonique.

Nous disposons également de nombreuses brochures d'informations pouvant être traduites si vous le désirez.

如果需要将其翻译，请致电：

अनुवाद के लिए कृपया फ़ोन करें:

उत्तममे लखी वित्ता वरवे देन वते:

ترجمہ کیلئے براہ کرم فون کریں:

هل تريد الحصول علي ترجمة؟

আপনার অনুবাদের প্রয়োজন আছে কি ?

需要翻譯嗎？

એક ભાષાંતરની જરૂર છે ?

