

# Factsheet 15: Comments, compliments and complaints

## Our promise to you

- If you need to make a complaint we will ensure that at each stage you are dealing with the same member of staff.
- We will respond to your complaint within the following timescales:

Stage one within 5 working days

Stage two within 5 working days

Stage three within 10 working days

This leaflet explains how you can make a comment, compliment or a complaint and get further help or advice to address your feedback.

Great Places welcomes all forms of customer feedback, in order to allow customers to help us shape the way we do things and the services we provide.

We value your opinions and comments and we want you to let us know if you have received a particularly good, or bad service from us.

### How to give us a comment, compliment or complaint

You can speak to a member of staff face-to-face, by phone, by writing to us or by visiting the "Do it online" section of [www.mygreatplace.co.uk](http://www.mygreatplace.co.uk)  
You can also email our complaints

co-ordinator on  
[complaints@greatplaces.org.uk](mailto:complaints@greatplaces.org.uk)

### Comment

A comment is an idea or suggestion on how we can improve our services. All comments will be recorded and acknowledged by staff. If any action is taken as a result, we will let you know.

### Compliment

A compliment is when you want to praise the work of a member of staff or one of our contractors. Compliments help us to know when we are getting things right.

### Complaint

A complaint is where you are unhappy with the service provided by a member of staff, a contractor, a partner or an agent of Great Places.

Great Places will ensure that any complaint made is handled by a

knowledgeable member of staff who is best placed to deal with the issue you have raised. We are committed to keeping you informed of progress during our investigations and will agree with you how, and how often, you would like us to communicate with you.

We deal with complaints in three stages.

### Stage 1

Tell us you are not satisfied. We will aim to resolve your complaint as quickly as possible, but where this is not possible we will contact you regularly to update you on progress, by your preferred method of contact, until the complaint is resolved. Wherever possible, you will be offered a face-to-face visit at this stage so that you can discuss your complaint in detail with a relevant member of staff.

## Stage 2

If you are not happy with the outcome of stage 1, your complaint will be escalated to stage 2 and you will receive details of the investigating manager. As with a stage 1 complaint, we will aim to resolve your complaint as quickly as possible, but where this is not possible, we will contact you regularly to update you on progress.

## Stage 3

If you are not happy with the outcome of stage 2, you can appeal and your case will be heard by our complaints panel. This panel will include a senior manager, a tenant member of the Tenant Services Committee (TSC) and an independent member of the TSC. We will write to you within 10

working days with the outcome of the appeal.

## Compensation

Compensation may be considered on certain occasions but a decision on this will be made on an individual case basis.

## Further action

If you are still not happy, you can contact the Independent Housing Ombudsman (IHO) at the following address:

### Independent Housing Ombudsman Service

81 Aldwych  
London WC2B 4HN

**Tel:** 0300 111 3000

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Web:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

The timetable for this stage will be dictated by the Independent Housing Ombudsman. The IHO's decision is final.

## Help and advice

If you need help with your complaint, we are happy to guide you through the process, but if you would like independent help you can contact any of the following:

- Your local councillor
- Your member of parliament
- Citizens' Advice Bureau
- A solicitor