

Making a complaint, compliment or comment

If you would like to make a complaint or send us your comments we have easily accessible ways in which this can be done. We welcome all forms of feedback including compliments, so we can see what we are doing right and where we are going wrong.

We like to hear from you so that we can share and improve on good practice when we have done things well. It is also important you let us know when things haven't gone well so we can improve and learn from all types of feedback.

The simplest and quickest way to deal with a problem is to talk it through with a colleague or you could ask someone to do this for you. Our colleagues are happy to talk over complaints or suggestions and most problems can be addressed immediately.

If you are still not happy or you do not think you can talk to the person at your local service please contact us to tell us what is going wrong and what you would like us to do to solve the problem.

You can:

- Write to us
- Contact us through our website (www.homegroup.org.uk) using the enquiry form or live chat
- Telephone us on the number advertised on our website
- Raise a complaint with any other Home Group colleague

We can support you through this process by:

- Giving you information in other languages and in different formats, such as large print
- Helping you if you have problems with reading or writing
- Offering you an interpreter or translator
- Helping you find independent advice

You can also get help from a number of agencies such as your local Citizens Advice Bureau or Housing Advice Centre throughout your complaint with Home Group.

When we get a complaint, we start a formal process to deal with it. This ensures that we reply to you within set timescales. It also allows you the right to appeal if you are not happy with the outcome of your complaint.

Stages and timescales for us dealing with your complaint

Stage 1: Contact us within three months of the event. We will investigate the matter and will aim to resolve the complaint within 20 working days.

If you are not happy with the outcome of your complaint you can ask for it to be reviewed by a senior manager. Sometimes there may also be exceptional

reasons why it is necessary for us to skip Stage 1 and go to Stage 2 of the complaints process.

Stage 2: The senior manager will aim to resolve your complaint within 20 working days. This is the last stage of Home Groups internal complaints process.

If you feel that we have not handled your complaint to your satisfaction you may wish to take it to an outside organisation. You can find out how to do this in the 'What if I am still dissatisfied' section of this leaflet.

We may refuse to deal with a complaint or deal with it differently if you act unreasonably or if the circumstances mean it is not possible to deal with it within our normal complaints procedure. If this applies we will discuss this with you in more detail.

Discretionary compensation

If you request compensation as part of your complaint, this will be considered as part of our complaints handling process and in line with Home Group's complaints, compliments and comments policy. If compensation is awarded and you have outstanding arrears and/or housing related debt, your compensation award will be offset against either or both and any balance paid to you.

What if I am still dissatisfied?

If at the end of our complaints process you remain dissatisfied you have a number of options available to you.

You have the option of taking your complaint to the Independent Complaints Panel which is recognised by Home Group and the Housing Ombudsman. The Independent Complaints Panel may be able to help you find a solution to your complaint by reviewing all previous actions taken and making recommendations to resolve.

You can ask a local councillor, or Member of Parliament to consider the complaint for you.

All complaints about adult care services are investigated by the Local Government Ombudsman Service. You can refer your complaint to them once you have gone through Home Group's complaints process.

You may also be able to take your complaint to the Housing Ombudsman Service. In order to do this you will need to wait eight weeks following our final response.

All services listed are independent, unbiased, free and aim to put things right if they have gone wrong.

Please speak to a colleague for further advice on the options available to you at the end of the complaints process.

Translation service

Arabic

إذا رغبت بأن تحصل على كامل محتويات هذه الوثيقة أو أحد أجزاء هذه الوثيقة مترجماً
برaille أو على هيئة صوتية أو مطبوعاً بالخط الكبير، فيرجى الاتصال مع مركز خدمة الـ
0345 141 4663.

Chinese

如果您需要将本文件或者其中的一部分进行翻译，
或者需要以盲文、声音、或者大号印刷体的形式显示，
请联系我们“顾客服务中心”，电话号码是 0345 141 4663。

Polish

Jeśli chciał(a)by Pan(i) uzyskać tłumaczenie tego
dokumentu lub dowolnej jego części, czy też
otrzymać jego wersję alfabetem Braille'a, audio lub
dużym drukiem, prosimy o kontakt z naszym Centrum
Obsługi Klienta (Customer Service Centre) pod
numerem tel. 0345 141 4663.

Russian

Если вы хотели бы получить полный или частичный
перевод этого документа, или он нужен вам шрифтом
Брайля, в аудиоформате или крупным шрифтом,
пожалуйста, свяжитесь с нашим Центром клиентского
обслуживания по телефону 0345 141 4663.

Tamil

இந்த ஆவணத்தின் எந்த ஒரு பகுதியை மட்டுமோ அல்லது முழு
ஆவணத்தையோ, உங்களுக்கு மொழிபெயர்த்தோ, பிரெய்ல் எழுத்து
வடிவிலோ, ஒலி வடிவிலோ அல்லது பெரிய எழுத்து பிரசுரித்தல் செய்கிற
தரவேண்டுமென நினைத்தால், தயவு செய்து வாடிக்கையாளர் சேவை
மையத்தை 0345 141 4663 என்ற எண்ணில் தொடர்பு கொள்ளுங்கள்.

Portugal

Se desejar que este documento ou qualquer parte
do mesmo seja traduzido, ou em Braille, áudio ou letras
grandes, entre em contacto com o nosso Centro de
Atendimento ao Cliente através do número 0345 141 4663.

Welsh

Os hoffech chi i'r ddogfen hon neu unrhyw ran ohoni
gael ei chyfieithu, neu os oes arnoch ei hangen mewn
braille, sain, neu brint fawr, cysylltwch â'n Canolfan
Gwasanaethau i Gwsmeriaid ar 0345 141 4663.

Urdu

اگر آپ اس دستاویز کا یا اس کے کسی حصے کا ترجمہ چاہتے ہیں، یا اگر یہ آپ کو بریل،
چاہیے تو 0345 141 4663 پر ہمارے کسٹمر سروس سنٹر سے رابطہ کریں۔

If you require any part of this document to be translated, please contact our registered office. Please let us know if you would like an audio tape or large print version of this document.

Contact

Please contact us in writing, by phone or email using the details below:

Home Group Head Office

2 Gosforth Park Way,
Gosforth Business Park,
Newcastle upon Tyne
NE12 8ET

Tel: 0345 141 4663

Email: contactus@homegroup.org.uk

www.homegroup.org.uk/contactus