

**Making a complaint,
compliment or comment**

If you would like to make a complaint or send us your comments and compliments, so we can see what we're doing right and where we're going wrong, we have an easy process to follow. We like to hear when we have done things well, so that we can share and improve on good practice, but it is equally as important you let us know when things haven't gone well.

The simplest and quickest way to deal with a problem is to talk it through with a member of staff or you could ask someone to do this for you. Our staff 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, where this is appropriate, 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 Care and Support enquiry form
- Telephone us on the number advertised on our website
- Raise a complaint with any other Home Group member of staff

You can also get help from your local Citizens Advice Bureau or Housing Advice Centre throughout a 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 and it gives you rights 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 3 months of the event. We will investigate the matter and will aim to resolve the complaint within 15 working days.

Stage 2: 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. The senior manager will aim to resolve your complaint within 15 working days. If the complaint remains unresolved to your satisfaction you can take it to the appeal stage.

Stage 3: Your complaint at this stage will be heard by a formal panel. This is the final stage of Home Group's complaints procedure. The panel will hear the case within 20 working days of receiving the complaint at this stage. This gives you plenty of opportunity to have your complaint heard and responded to.

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.

If we can't deal with 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.

Discretionary compensation

If you request compensation as part of your complaint, this will be considered as part of our complaints handling process 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 can refer your complaint to the Housing Ombudsman Service. In order to do this you will need to wait eight weeks following our final response, or you can ask a local councillor, or Member of Parliament to consider the complaint for you.

You also 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 can help you find a solution themselves or refer your complaint straight to the Housing Ombudsman.

All complaints about adult care services can also be investigated by the Local Government Ombudsman Service once you have gone through Home Group's complaints process.

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

Translation service

Afghani (Pushto)	که اړتیا لری چې د دې کومه برخه وژباړئ ، هیله ده زموږ لږه مرکزی دفتر سره اړیکې ونیسئ.	Hindi	यदि आप इसमें से किसी अंश का हिन्दी अनुवाद चाहते हैं तो कृपया प्रकाशक से संपर्क करें।
Mandarin	如果您希望得到该文件任何部分的译文， 请与我们的总部联系	Somali	Haddii aad rabtid in qeyb ka mid ah kan la tarjumo, fadlan la xiriir daabacaha
Gujarati	જો તમારે આમાંના કોઈપણ ભાગનું ભાષાંતર કરવું હોય, તો કૃપા કરી પ્રકાશકનો સંપર્ક કરો.	Urdu	اگر آپ کو اس کے کسی حصے کے ترجمے کی ضرورت ہو تو براہ کرم ناشر سے رابطہ قائم 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:**

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