



Making a complaint, compliment or comment

Home Group aims to deliver the best services possible to customers and positively encourages feedback in the form of complaints, compliments and comments. This information is extremely valuable and helps ensure we continually shape, improve and learn from all types of feedback. This allows us to improve our working practices and enhance the quality of our services received by our customers.

How can I give feedback?

You can give us feedback in the following ways:

- Write to us
- Contact us through our website www.homegroup.org.uk using the 'General Enquiry' form. This can be found in the 'Help Centre' section of the website
- Telephone us using the contact number advertised on our website
- Give your feedback to any Home Group member of staff

If you are dissatisfied with any aspect of our service the simplest and quickest way to deal with a problem is to discuss it with a member of staff at our Customer Service Centre on 0345 141 4663. Our staff are fully equipped to handle concerns or feedback about our services addressing most problems immediately over the phone.

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'What if I am still dissatisfied?'

You can also seek advice from your local Citizens Advice Bureau or Housing Advice Centre throughout your complaint with Home Group.

What can I complain about?

You can complain about things like:

- Failure to provide a service
- Our standard of service
- Treatment by or attitude of a member of staff
- Our failure to follow Home Group's policies and procedures

Your complaint may involve more than one of our services or be about someone working on our behalf.

Home Group treats all complaints very seriously. If you do make a complaint we guarantee that we will not treat you less favourably in the future.

If you wish to complain about a noisy neighbour or other anti-social behaviour, please contact the Customer Service Centre on 0345 141 4663.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two key stages:

Stage 1 – Contact us with your complaint within 3 months of the event. We will then investigate the matter and will aim to have reached a resolution to your complaint within 20 working days. If our investigation will exceed this timescale, we will always write to you to explain why, and we will do everything we can to resolve your complaint as soon as possible.

If you are not happy with the outcome of your Stage 1 complaint you may have the opportunity for your complaint to be reviewed at Stage 2. Please let us know if you wish to escalate your complaint within 8 weeks of your Stage 1 outcome.

Stage 2 – Once you have decided to escalate your complaint it will be passed to a senior person. The senior person will then review actions taken at Stage 1 and re-investigate any additional information in relation to your complaint. We aim to have reached a resolution to your complaint within 20 working days. If our investigation will exceed this timescale, we will always write to you to explain why, and we will do everything we can to resolve your complaint as soon as possible.

This is the final stage of our complaints handling process.

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 our 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 remaining balance paid to you.

What if I'm still dissatisfied?

If at the end of our complaints process you remain dissatisfied with our responses at Stage 1 and 2, you then 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 your local councillor or MP to forward the complaint for you, omitting this timescale.

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 may be able to help you find a solution to your complaint or refer your complaint straight to the Housing Ombudsman.

The Independent Complaints Panel

The panel is made up of Home Group customers and clients who will review each stage of the complaint on an independent basis. Customers and clients on the panel will have had no prior involvement in the complaint. You can contact the Independent complaints panel by:

Email: independentcomplaintspanel@homegroup.org.uk
Telephone: 0191 594 8140
Post: Home Group Independent Complaints Panel
C/O The Involvement Team
Home Group
76 Wellington Street
Leeds, LS1 2AY

Housing Ombudsman Service

If you have followed all of the stages of our complaints procedure and you are still not happy you can ask the Ombudsman to investigate your complaint. Please note that the Ombudsman is unlikely to investigate your complaint until you have exhausted all stages of our complaints procedure. You must also wait 8 weeks after receiving a final response from Home Group before referring your complaint to the Ombudsman.

You can contact the Housing Ombudsman at:

Post: Housing Ombudsman Service, Exchange Tower,
Harbour Exchange Square, London, E14 9GE
Telephone: 0300 111 3000
Fax: 020 7831 1942
Email: info@housing-ombudsman.org.uk

Retired Homeowners

The Association of Retirement Housing Managers (ARHM) will investigate matters if anyone breaks its code of practice which promotes best practice in the management of leasehold residential properties which are designed for retired elderly people.

Post: Association of Retirement Housing Managers
c/o EAC, 3rd Floor,
89 Albert Embankment, London, SE1 7TP
Telephone: 020 7463 0660
Email: enquiries@arhm.org
Registered
Office: 1-3 Manor Road, Chatham, ME4 6AE

Age UK

Age UK provide free information and advice and have trained advisors who can guide you through your situation.

Post: Age UK
Tavis House
1-6 Tavistock Square, London, WC1H 9NA
Telephone: 0800 169 6565

First tier (Property Chamber)

First tier tribunals can be used to resolve disputes between home owners and ourselves. Please contact the Customer Service Centre on 0345 141 4663 for more information.

Exceptions to our standard process

In some cases, for example, if your complaint is very complicated or if we need to work with other organisations we may need a little longer. We will explain the reasons for the delay and let you know when you can expect a full reply.

We will not normally consider complaints about things that happened more than three months ago. In exceptional circumstances, we may be able to accept a complaint after this time limit. If you feel that this applies to you, please telephone our Customer Service Centre on 0345 141 4663 to discuss this matter further.

There may also be occasions where it is appropriate to issue a first and final response to a complaint at Stage 1. If this is the case we will discuss this with you. This will not prevent you from escalating your complaint to the next stage, although the response you receive at Stage 2 of our complaints handling process may be the same response you received at Stage 1, if no new information is brought to our attention.

Some issues such as injury or damage to property will be handled separately outside of our complaints process through our insurance team.

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.

Quick guide to our complaints procedure

Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing. We have a two-stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

Stage 1

We will always try to resolve your complaint quickly, within 20 working days if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

Stage 2

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1.

We aim to have reached a resolution within 20 days unless there is clearly a good reason for needing more time.

External options

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint we will tell you how you can escalate your complaint.

We will tell you how to do this when we send you our final decision.

Translation service

Afghani (Pushto)	که اړتیا لری چې د دې کومه برخه وژباړئ ، هیله ده زموږ لږه مرکزي 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:**

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