

home  
group

We are here to help



# If we don't meet your expectations

Customer guide 

[www.homegroup.org.uk](http://www.homegroup.org.uk)

# What if we don't meet with your expectations

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:

- contact us through our website [www.homegroup.org.uk](http://www.homegroup.org.uk) using the General Enquiry form. This can be found in the Help Centre section of the website
- write to us

If you are dissatisfied with any aspect of our service the simplest and quickest way to deal with an issue is to call our customer service centre on **0345 141 4663**.

Our advisors 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 colleague
- 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 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 our customer service centre on **0345 141 4663**.



## Our procedure has two stages

### Complaints procedure

You can make your complaint in person, by phone, by email 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.

## 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 who will review each stage of the complaint on an independent basis. Customers 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](mailto: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 the Ombudsman is unlikely to investigate your complaint until you have exhausted all stages of our complaints procedure. You must also wait eight 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](mailto:info@housing-ombudsman.org.uk)

# home group

## Contact us

There are many ways to find answers to your queries, report repairs and make the most of being a Home Group customer.

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## Download the Home Group app

The best way to report non-emergency repairs. Search for Home Group in your app store.

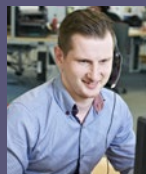
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## Website

Visit us online to view your rent statement, make a payment, view and update your personal details, or use live chat to report a repair.



[www.homegroup.org.uk](http://www.homegroup.org.uk)



**Call us**  
**0345 141 4663**

To report a repair, make a payment, or to make any other enquiries.

## Follow us on social media

