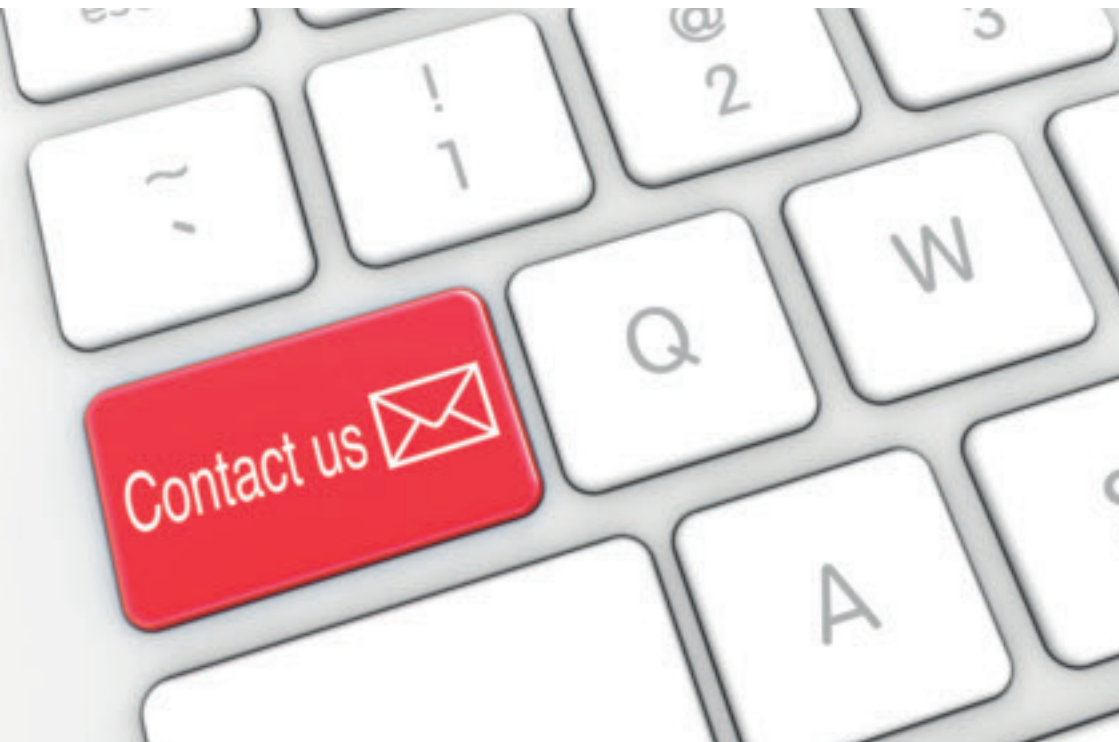


Innisfree

Complaints, Compliments and Suggestions



We welcome all feedback from our customers and value any suggestions you may have about our services. This leaflet explains how we deal with complaints, compliments and suggestions.

Suggestions

If you have a comment or suggestion to make about the services we provide or if you have an idea on how we can improve our services, please tell us. We will look at your suggestion and see if we can use it. We will let you know what we have done with it once we have considered it.

Compliments

We welcome compliments about the services we provide and our staff. If you would like to make a compliment, please tell us. We will acknowledge your compliment and ensure it reaches the staff involved.

Complaints

We aim to give an excellent service to our customers at all times. However, we know that on occasions mistakes can happen or our services will not be of an acceptable standard. As a result you may wish to complain. Wherever possible, we will aim to resolve your complaint at the first point of contact.



What is a complaint and who can complain to us?

A complaint is an expression of dissatisfaction with:

- The standard of service you have received from us
- The standard of service you have received from one of our contractors
- The response we have provided to a request for a service
- An action that we take or fail to take.

Anyone who uses our services can complain, including the agreed representative of someone who is dissatisfied with the service.

It's good to talk

If you have a problem or are unhappy you can start by talking to a member of staff. We may be able to resolve the issue for you quickly if you tell us why you are unhappy and what you want us to do to put things right. Often we can resolve the problem on the spot, without the need to fill in forms or put your complaint in writing. It is much easier to resolve a complaint if you let us know about it as soon as possible.

You can help by

- Being clear and specific about your complaint
- Telling us exactly what the key issue is and what went wrong
- Telling us what it is you require to put things right



Making a complaint

If we cannot resolve the matter quickly for you, you can make a complaint to us in person, on the phone, by email or by post using our complaint form.

Telephone:

0207 625 1818

Email:

complaints@innisfree.org.uk

Post:

Innisfree Housing Association, 190
Iverson Road, London, NW6 2HL

Support

We receive complaints in any language. If you need help to put your complaint in writing, or need an interpreter to help you make a verbal complaint, we will make the necessary arrangements upon request.

Exclusions - What can't I complain about?

There are some things we can't deal with through our complaints procedure. These include complaints that:

- are being dealt with or were previously dealt with by legal proceedings, or where a decision will be decided by a court (such as an eviction)
- have not been raised within six months of the incident occurring
- are about a service that is not Innisfree's responsibility
- are made anonymously
- have already been considered and have not been taken to the next stage within 20 working days (unless there is new information)
- are being dealt with by the Housing Ombudsman Service.

How long do I have to make a complaint?

You need to make your complaint within six months of the matter arising.

What you can expect when you make a complaint

We will:

- ✓ Make it easy for you to make a complaint
- ✓ Help anyone who requires assistance in making a complaint
- ✓ Treat you fairly and respectfully
- ✓ Listen and deal with your complaint in a prompt and courteous manner
- ✓ Keep you informed throughout the process of your complaint
- ✓ Take your complaint seriously and investigate it fully and impartially
- ✓ Apologise when we get things wrong
- ✓ Put right any mistakes made and learn from them

What happens when you make a complaint

We have a three-stage complaints procedure.

Stage 1

Your complaint

Your complaint may well be resolved on the day we receive it, but we will probably need time to look into it. If so, we aim to post you an acknowledgment letter within two working days and a response letter within ten working days.

Some cases may require more time and, if we cannot reply fully within ten working days, we will contact you and explain why. We will let you know when you will receive a full response.

Stage 2

Review

If you are still unhappy at the end of Stage 1, you can request that your complaint is reviewed. If this happens a more senior member of staff will look at your complaint.

Stage 3

Director Review or Independent Review Panel

If for any reason you do not believe that the senior member of staff's response has resolved your complaint, you can ask for a meeting or telephone call with the appropriate Director, or request an Independent Review Panel to look at your complaint. A Director will usually contact you to try and resolve the complaint before a panel is arranged.

If the matter has not been resolved by Stage 3 of our complaints procedure you have the right to ask that your complaint is looked at by a Designated Person. The Designated Person can be:

- Your local MP
- A local councillor
- A recognised residents panel

If a Designated Person cannot help directly they can refer your complaint to the Housing Ombudsman Service.

Alternatively, if you wait eight weeks from the completion of your complaint with us, you can then contact the Housing Ombudsman Service directly.

Housing Ombudsman Service

Exchange Tower
Harbour Exchange Square
London E14 9GE

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk

Innisfree Complaints Form (side 2/2)

What would you like us to do to put things right?

Have you told us about this matter already? If so who did you speak to?

Please return this form in a stamp addressed envelope to:
Innisfree Housing Association, 190 Iverson Road, London, NW6 2HL

