



TELL US ABOUT IT

COMPLAINTS
COMPLIMENTS
COMMENTS

WE WANT TO
HEAR FROM YOU

OUR VALUES

In delivering our services we are committed to our Corporate Values of **RESPECT**:

Respect, openness and accountability

Equality, diversity and inclusivity

Socially responsible behaviour

Progress through challenge and innovation

Empowerment and development of our staff and customers

Continually improve the quality of all our services

Treat others as you would want to be treated

INTRODUCTION

South Liverpool Housing seeks to provide an efficient and effective housing service, which meets the needs of our customers and puts them at the heart of everything we do.

This means that we are committed to delivering the highest levels of service that our customers demand and deserve, whilst striving for quality, affordability and equality in all our work.

SLH promises to listen to the views of our customers and openly welcomes your feedback, comments and suggestions about our services and how you think we can improve them.

Whether you have received excellent service from SLH or have a complaint, we really do want you to...

TELL US ABOUT IT!

Read on to find out how easy it is...

COMPLIMENTS

If we have done something particularly well, or if you think one of our staff deserves a special thank you, please let us know.

Please complete the **red Compliments & Comments** form and send it to us.

By letting us know what we have done well, you can help guide us towards better services.

COMMENTS

If you have a suggestion on how we can do something better then fill in the **red Compliments & Comments** form at the back of this booklet and return it to SLH.

By letting us know what you think you can help us improve our services to you.

TELLING US ABOUT IT

There are two easy-to-use forms at the back of this booklet - one for Compliments & Comments (red) and one for Complaints (white). Simply fill the relevant form in, detach it and post it or hand it in to one of our offices.

Copies are also available in our receptions, on our website or by telephone request.

We promise to respond to all forms we receive. After all, we can only improve our service to you if we know what we are doing well and what we need to improve.

HERE TO HELP

At every stage during the Complaints procedure, SLH staff will assist you to complete the **white Complaint form**, or to make your complaint, if required.

The form is also available in Braille and large text and in a range of languages upon request.

SLH will offer translation and interpreting services to help our customers make their complaint and bring about resolution.

SLH aims to always get it right first time, but even in the best organizations sometimes things go wrong.

We want our customers to let us know when things go wrong so that we can apologise and work hard to put things right to their satisfaction. Our aim is to resolve any concerns or complaints at the first point of contact.

Customers are first encouraged to raise their complaint verbally and informally. If you have a problem you can speak with a member of our Customer Services team, either at one of our receptions or by telephoning us. Tell us what the problem is and our staff will do their best to sort out your problem straight away, or will refer the issue to an appropriate member of staff. They too will try to resolve the issue there and then.

We will do everything we can to resolve your problem at the first point of contact through an informal route, but if you are not satisfied with our response, you can make a Formal Complaint.

FORMAL COMPLAINTS

There may be occasions when you want to make a formal complaint.

Our Formal Complaints Procedure has three stages:

- **Investigation**
by an SLH Service Manager
- **Review**
by an SLH Director or Head of Service
- **Appeal**
to the SLH Complaints Panel

INVESTIGATION

To make a formal complaint and request an investigation by an SLH Service Manager, you can:

- Complete the Complaint form at the back of this booklet and return it to our head office: Parklands, Speke, Liverpool L24 0TY (if you are returning by post, no stamp is required)
- Complete the online form at www.slhgroup.co.uk
- Make a verbal complaint. Our staff will write down the details and may ask you to sign agreement to what has been written.
- Write to the SLH Customer Services Manager at our head office address above, quoting the freepost code on the back of this booklet (again no stamp is required).

At the Investigation Stage SLH will aim to:

- Write to acknowledge all complaints within 5 working days from the date of receipt and advise you of the name of the SLH Service Manager who will be investigating and responding to your complaint.
- Provide you with a full and final written response by the Service Manager within 10 working days from the date we first received your complaint. If your complaint is going to take longer than 10 days to sort out, we will write to explain the delay and advise when you can expect to receive a detailed reply.

What if you are not satisfied with our response?

SLH hopes that the majority of Formal Complaints can be resolved at Investigation stage.

However, if you are not satisfied, you can request a review of your complaint by an SLH Director, or Head of Service by contacting the Customer Services Manager at SLH head office.

At the Review Stage SLH will aim to:

- Write to acknowledge all requests for Review complaints within 5 working days from the date of receipt and advise you of the name of the Director or Head of Service who will be reviewing and responding to your complaint.
- Provide you with a full and final written response by the Director or Head of Service within 10 working days from the date we first received your complaint. (Again, if your complaint is going to take longer than 10 days to sort out, we will write to explain the delay and advise when you can expect to receive a detailed reply).

What if you are still not satisfied with our response?

APPEAL

If you are still unhappy with the Director's or Head of Services' decision, you can appeal to the SLH Complaints Panel by contacting the Customer Services Manager, as above.

At the Appeal Stage SLH will aim to:

- Write to acknowledge all Appeals within 5 working days from the date we receive your request.
- Arrange an Appeal hearing with the Complaints Panel within 14 working days from the date we first received your request (at a time and date convenient for you to attend). The panel will include at least one SLH Tenant Board Member.
- You will be provided with copies of all correspondence relating to your complaint to help you to prepare in advance of the hearing, where you will be given the opportunity to be accompanied by a friend or family member, for support (this excludes legal representation).
- Provide a full and final written response with the outcome of the appeal within 5 working days from the date of the hearing.



If you are not satisfied with the decision made by the SLH Complaints Panel, you have the right to complain to the Independent Housing Ombudsman.

Write to:

Independent Housing Ombudsman
Norman House
105-109 Strand Road
London WC2R 0AA

Please note: the Housing Ombudsman will only deal with cases that have been through the SLH Complaints procedure.

If we do not respond to you (either with a final or interim response) within our published target timescales, we will pay you £10 compensation.

SLH accepts that there may be occasions when mistakes will cause additional expense, financial loss or inconvenience to the customer.

Any claims for compensation will be considered on a case by case basis, taking due account of the circumstances of each one. SLH will ask you to itemize your claim and price each part.

Compensation due to tenants for delays in carrying out repairs under the Right to Repair and for possible reimbursements under the Right to Compensation for Improvements, is dealt with in separate policies. Please ask a member of staff for further information.

HOW ARE WE DOING?

SLH will report on Complaints performance on a quarterly basis to the Board and to Community Focus Groups (CFGs), as well as publishing headline results in our quarterly Tenants Bulletin, on our website and on displays in reception areas.

SLH reserves the right not to deal with a complaint if it is being pursued in an unreasonable manner and offensive language, whether used verbally or in written correspondence, will not be tolerated.

SATISFACTION MONITORING

Following our final response at each stage of the Formal Complaints procedure (Investigation, Review and Appeal) we will write to you to ask if you are satisfied with the outcome and give you an opportunity to complete a short questionnaire to let us have some feedback on how you think SLH handled your complaint.

If we do not hear back from you within 10 working days, we will assume that you are satisfied with our response and will close our complaint file.

Your feedback is important and will help us to improve our services in the future, so please take the time to respond. After all, it is SLH customers views and comments that have already helped to shape and improve our Complaints policy and procedures. So please...

TELL US ABOUT IT!



Freepost Plus RLUH-UUSC-BHBR
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LIVERPOOL
L24 0TY



south liverpool

Head Office

Parklands
Conleach Road
Speke, Liverpool
L24 0TY

Tel:
(0151) 285 5600

Fax:
(0151) 285 5679

Opening Times:

Mon-Fri 9am-5pm
(Weds 9am-1pm)

On-line

Web:
www.slhgroup.co.uk

Email:
info@slhgroup.co.uk

**FREEPHONE
REPAIR LINE**

0800 0731 760

If you want a translation please contact 0151 285 5600.

Si chieta traduce parlati, si chieta traduce 0151 285 5600

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LargeText

This information is available in large print,
audio format and Braille.