



APPEALS COMPLAINTS & COMPLIMENTS

**We want to hear your comments
about our services**

**Our Commitment to
Quality Services**

Comment, Compliments and Complaints

Granta Housing Society deals with hundreds of individuals and organisations each week. We seek to provide the best possible level of services and the feedback we receive indicates a high level of satisfaction with the way the Society works. However, sometimes we get it wrong and we are continuously looking at ways to improve upon what we do. We positively welcome suggestions for improvement and change to enable us to remain at the fore front of service provision. If you have a compliment about our service please write or email to the Societies head office [address on this leaflet] because it is important to know when we are doing things well. By encouraging people to make comments, complimentary or critical, we can find out how to put things right and continue to improve.

The aim of this leaflet is to describe how you can let us know if you are not happy with our performance and what we will do to try and deal with any problem you raise.

What is a complaint?

We regard any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Society, (its staff or contractors) which affects you adversely as a complaint.

We do not initially include a request for a service (eg. a maintenance report) or a grievance against another tenant as a complaint unless you subsequently had reason to complain about the way we were dealing with it. Please note that the Society has separate, detailed policies regarding complaints about nuisance and harassment and these are available from our main office.

We will not respond to anonymous complaints but are happy to consider matters in confidence where appropriate.

In registered care and support schemes, formal complaints will also be examined by the Commission for Social Care inspectorate

How do I complain?

Anyone can complain. You don't have to be a tenant but might be an applicant, a member of the general public, a neighbour of accommodation managed by Granta or an individual/organisation with whom we do business. Appeals against any decision made by the Society will be treated in the same manner as complaints. We have produced a "Complaints & Appeals Form" which will be used to record all complaints and appeals that we receive. We would encourage you to take advantage of these forms as it will make it easier to report your complaint and for us to deal with them.

Stage One – Initial Complaint

In the first instance try to reconcile the issue with the person you are dealing with. Many problems result from simple misunderstanding. We will be recording this initial approach as a complaint because we want to learn from your experience of our services. If the matter isn't dealt with to your satisfaction you should inform the person you are dealing with that you wish to take the complaint further and ask for the name of their Line Manager.

Your initial complaint will be responded to within 10 working. If you decide to take your complaint further timescales for responses are detailed under each stage heading.

Stage Two – Formal Complaint

A complaint at this stage may be made verbally but is best put in writing [preferably using our complaints form]. Please address these complaints to the Line Manager of the person you have been dealing with. At this and subsequent stages the complaint or appeal must be put within 3 months of the original action or decision you complained about. **We will record and acknowledge your complaint, in writing, and we will also try to take action upon it immediately or within a maximum of ten working days.**

If it hasn't been resolved beforehand we will write to you within a maximum of 20 working days to let you know what progress has been made in pursuing this matter. Some problems are simple to remedy but others can be complex or require lots of investigating. **We will deal with your complaint as speedily as possible and keep you informed of progress until the matter has been dealt with.**

Stage Three – Appeal to Board Members

If you are dissatisfied with the outcome following the investigation of your complaint you can appeal against the Managers decision to Members of the Society's Board. You must give the reasons for your appeal in writing. Your appeal will be brought before the next appropriate Committee Members Meeting. (Should the next Committee meeting be more than 2 months away the Society may circulate a report to Members to get an early decision and avoid undue delay).

The senior officer of the Society dealing with the issue will prepare a report for the committee members meeting. **You will have the right to see and comment upon the report being made to Members and you will be informed of their decision within 5 working days of the meeting.**

Stage Four – Referral to Ombudsman

If you have exhausted the Society's complaints procedure (up to and including stage three) and feel the matter has still not been resolved or that a serious injustice has taken place you can apply to the Independent Housing Ombudsman, 105-109 Strand, London, WC2R 0AA tel. 020 7836 3630 email ombudsman@ihos.uk . A leaflet explaining his role and how to make a complaint to him is available from the Society's offices. Please note the Ombudsman will not normally deal with complaints until the Society's internal procedures have been exhausted.

Compensation

In certain circumstances where there has been a loss of facilities or services, damage to personal property or failure to meet maintenance performance targets, compensation may be made payable to a tenant of the Society. This will be assessed on a case by case basis by Granta and will be offered where judged appropriate without a tenant necessarily having to come forward with a claim for compensation towards the loss they have suffered.



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Granta Housing Society Limited uses CINTRA for language interpretation and translation services.

To contact CINTRA:-

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