



# Complaints and Feedback Local Offer (Service Standard)

This is our promise to customers on the local offer we will deliver

Everyone at North Devon Homes is committed to “working together to create communities where people want to live”. To ensure that we do this for you we have created a set of values for ourselves.

One of our values is to “Be reliable, honest and accountable in all that we do”. The standard below sets out how we intend to deliver this.

## We will:

- Provide a prompt and efficient response to all complaints and feedback by:
  - acknowledging feedback within **5 working days**
  - responding to Stage 1 complaints within **10 working days**
  - reviewing and responding to Stage 2 complaints within **20 working days**.
- Provide a variety of different ways for you to give feedback.
- Ensure that complaints are reviewed and that the learning from this is shared with managers and groups of engaged customers.
- Ensure that you have the ability to review and influence our complaints process.
- Ensure that our complaints policy is reviewed with you every 2 years.
- Provide information to support you to access the Housing Ombudsman services where we are not able to resolve complaints internally.
- Tell you how we are performing against these standards
- Make sure we continually improve by listening to and learning from you.

### We will make sure we deliver our promises by:

- We will self assess ourselves **annually** against the Housing Ombudsman Complaints Code, with input from customers.
- Responding to Stage 1 complaints within **10 working days**.
- Reviewing and responding to Stage 2 complaints within **20 working days**.
- Publishing data, trends and our responses to complaints in our annual performance report and on our website.
- Learning from complaints which will have been reviewed by our group of engaged customers.
- Ensuring information about how to provide feedback, make a complaint and how to access the Housing Ombudsman service is available.

### You can find out about our performance:

- In our annual performance report to customers
- On our website [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)
- In our bi-annual newsletter
- By joining our groups of engaged customers

If you would like to make any comments, complaints or suggestions relating to any of our local offers, please get in touch on: 01271 312500 or email: [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk).

**We'd love to hear from you.**