

# Complaints and compliments



We want to hear from you on how we're doing; this leaflet explains how to give us feedback.



## Making a Complaint

### When things go wrong

We know that sometimes things can go wrong and customers can be unhappy with a service from us and wish to make a complaint. Our complaints process focuses on resolving the issue as quickly as possible.

### What is a complaint?

A complaint is defined as an expression of dissatisfaction, about the standard of service, actions or lack of action by the organisation, its staff, or those acting on its behalf, where it affects an individual customer or group of customers.

In other words, in your opinion<sup>2</sup>

- We have done something badly or
- We have failed to do something we should have done

A complaint is not<sup>2</sup>

- An initial request for service
- The initial report of a fault, defect or repair
- A query about a policy
- A request for information

### When would you not accept my complaint?

We would not normally take a complaint in any of the following instances<sup>2</sup>

- the incident complained about happened six or more months ago
- the matter has already been considered by the complaints process
- in cases where legal proceedings are taking place, as a full investigation will be carried out through those proceedings instead.

### What if I have a complaint about my neighbour?

The complaints process deals with complaints about us and our services, so a complaint about your neighbour would not be dealt with through this process. If you have a complaint about your neighbour please call our Customer Care Team on 01271 312500.

### I'm not a customer of NDH, can I make a complaint?

The specific complaints process outlined in this leaflet is applicable to customers of North Devon Homes only. If you would like to make a complaint and are not our customer please contact us and a manager will consider your complaint.

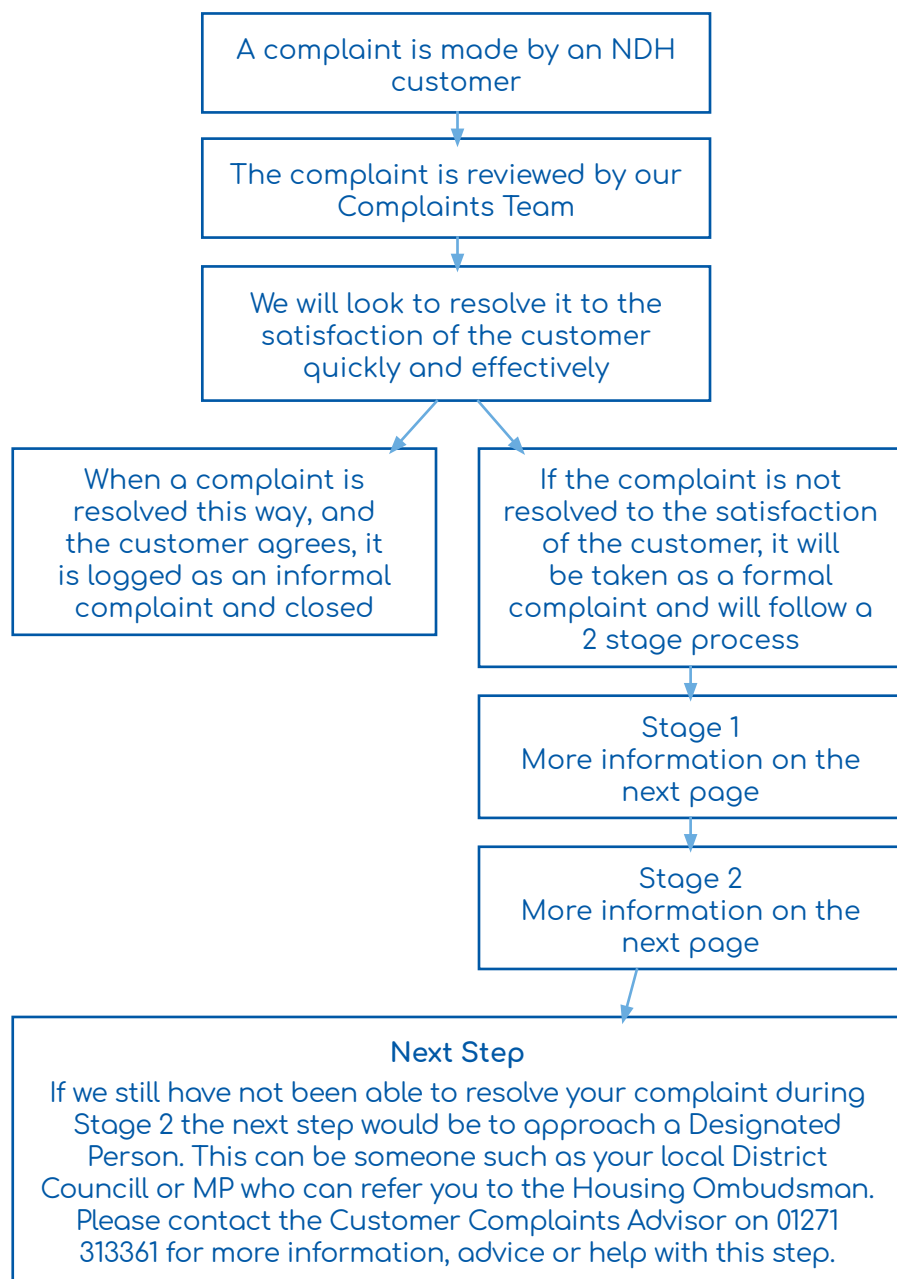
### How to make a complaint

- Speak to a member of staff
- Fill in our online form<sup>2</sup> [www.ndh-ltd.co.uk/contact-us/complaints-compliments-and-feedback/feedback-form](http://www.ndh-ltd.co.uk/contact-us/complaints-compliments-and-feedback/feedback-form)
- Email us at [complaints@ndh-ltd.co.uk](mailto:complaints@ndh-ltd.co.uk)
- In writing (you can use the form at the back of this leaflet if you wish) - North Devon Homes, Westacott Rd, Barnstaple EX32 8TA
- By phoning our Customer Care Team on 01271 312500

### Our promises to you

- You will be dealt with fairly and equally regardless of your race, ethnic origin, gender, nationality, religion, sexuality, age or disability.
- We will treat you with respect, your complaint will not affect your tenancy.
- At each stage we will tell you about the steps that you will be able to take if it is not resolved.
- At any stage during the process, we will give you the opportunity for your complaint to be reviewed again.
- If we are not able to deal with and resolve your complaint immediately, we will acknowledge your complaint in writing within five working days of receiving it.
- We aim to send you a full written response within 10 working days of receiving your initial complaint. If your complaint is more complex, we will give you a date when you can expect to receive a full reply.
- We will aim to put you back in the position you were in before things went wrong.

## The Complaints Procedure



### Stage 1

- We will acknowledge receipt of your complaint within 5 working days, setting out your complaint and how you would like it to be addressed.
- Your complaint will be investigated by the service manager or Customer Complaints Advisor who will respond to your complaint within 10 working days.
- If we have not been able to resolve your complaint during Stage 1 you can request for your complaint to progress to Stage 2.

### Stage 2

- Your complaint will be reviewed by a Director or Senior Manager who will make a recommendation to a Review Panel that includes the Executive Team and, in some cases, members of the Board.
- As part of this process, you will have an opportunity to talk to the Senior Manager reviewing your case to ensure they understand your perspective.
- The Panel will respond to you within 20 working days of progressing to Stage 2.

### Who else can I speak to?

You may contact the Housing Ombudsman at any point during the complaints process for advice<sup>[2]</sup>

- Via their website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)
- By phone 0300 111 3000
- By email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- In writing to 81 Aldwych, London WC2B 4HN

If your complaint relates to financial matters you can also contact the Financial Ombudsman Service<sup>[2]</sup>

- Via their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)
- By phone 0800 023 4567
- By email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- In writing to The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

## Making a Compliment or Giving Feedback



### When you want to tell us how well we are doing

It is really helpful to hear from customers who are pleased with the services we provide. Compliments help us to know what our customer like.

If you feel we have done something well please let us know. You can leave us a compliment or give us some feedback by<sup>2</sup>

- Filling in our online form [www.ndh-ltd.co.uk/contact-us/complaints-compliments-and-feedback/feedback-form](http://www.ndh-ltd.co.uk/contact-us/complaints-compliments-and-feedback/feedback-form)
- Emailing us at [feedback@ndh-ltd.co.uk](mailto:feedback@ndh-ltd.co.uk)
- Speak to a member of staff
- In writing - North Devon Homes, Westacott Rd, Barnstaple EX32 8TA
- By phoning our Customer Care Team on 01271 312500

### Living the FACTS

If you think someone at NDH has gone above and beyond you can also nominate them for a recognition award via our Living the FACTS scheme.

This scheme recognises all members of Team NDH who live up to our values (the F.A.C.T.S) you can find out more about our FACTS and how to nominate here<sup>2</sup>  
[www.ndh-ltd.co.uk/living-the-facts](http://www.ndh-ltd.co.uk/living-the-facts)

## Customer Complaints Form

Please use this form to report your complaint. Use additional pages if required. You can use our [online form](#) if easier.

Name \_\_\_\_\_

Address \_\_\_\_\_

Daytime phone number \_\_\_\_\_

Email address \_\_\_\_\_

### What is your complaint about?

Please give us as much detail as possible so we can fully investigate the issue.

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Have you complained about this before? Yes  No

If yes, approximately when?

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Need  
help?

Phone us <sup>?</sup>01271 312500

Email us <sup>?</sup>[enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk)

Complete our on-line forms via our website <sup>?</sup>  
[www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)

Follow us on Facebook or tweet us <sup>?</sup>  
[@NorthDevonHomes](https://www.facebook.com/NorthDevonHomes)

Emergency Out of Hours Service <sup>?</sup>  
Freephone <sup>?</sup>0800 917 0619



north devon homes



North Devon Homes  
Westacott Road, Whiddon Valley, Barnstaple, EX32 8TA