

- Investigation into the matter to find out what happened and why
- Contacting you if more information is needed.
- Sending you a full reply in writing addressing your complaint.

Where the complaint is upheld you will be offered an apology, compensation or other redress as appropriate.

Your complaint will be acknowledged within 5 working days of receipt of your complaint and you will receive a full reply within 10 working days. If we are unable to meet these deadlines, we will inform you of the reason why and provided a date when we will provide you with a complete reply.

If you wish to escalate this to the next stage you should preferably do so within 14 days of our stage 1 response

Stage 2 – Executive Director or the Chief Executive

If you are not satisfied with the response to your complaint after stage 1 you should contact the Manager to whom you made the complaint indicating that you wish to make a stage 2 complaint. You should explain why you are not satisfied and what you would like to see as the desired outcome. This will be passed to an Executive Director or Chief Executive. Your request to escalate the complaint will be acknowledged within 5 working days. If there is a need, the

Executive Director or Chief Executive will investigate further. You will receive a written response within 10 working days of confirmation that you wish to escalate the complaint to stage 2. If you are not satisfied with the response to stage 2 you can contact the Housing Ombudsman as a final stage of the complaints process

Stage 3 – The Housing Ombudsman

If the complainant is not satisfied with the response at stage 2 the complainant can approach the Housing Ombudsman for consideration of their complaint. The Housing Ombudsman can be contacted via email, phone or post using the below contact details.

Independent Housing Ombudsman Scheme
Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9GG

Telephone: 0300 111 3000
Email: info@housing-ombudsman.org.uk

Learning from complaints

Greenoak understands the importance of learning from complaints and we will change our policies, procedure and approach as needed. We will also report learning and performance on complaint handling to our Board and residents. The Business Performance Manager in the role as Complaints Officer, will lead on this reporting and compliance with the complaints handling policy.

Complaints information for tenants

Need to make a Complaint?



greenoak
housing association

155 Goldsworth Rd, Woking GU21 6LS
Tel: 01483 747 900
www.greenoakha.org



Greenoak aims to provide a good quality service, but even in the best run organisations, things can go wrong. To deal with this we have provided a complaints policy and procedure using the guidance from the Housing Ombudsman's Complaint Handling Code and complying with Greenoak's Equality and Diversity policy.

We aim to provide efficient and effective services but sometimes mistakes are made. If you feel that you have been treated unfairly or the quality or speed of service has not been acceptable, we want to hear from you.

Genuine complaints are very important to Greenoak because they raise awareness of problems and help to identify where we can do better and help us not to repeat the same mistake again.

Complaints will be treated seriously and can be made by anyone who is affected by our services. If you would prefer, you can make a complaint via a representative who will communicate with Greenoak on your behalf. We will ask for confirmation from you if this is the case.

What is a Complaint

Greenoak uses the Housing Ombudsman's definition of a complaint: "A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Greenoak, our staff, or those acting on our behalf, affecting an individual resident or group of residents".

Initial reports of repairs or anti-social behaviour and racial harassment are dealt with in accordance with our maintenance, anti-social behaviour and racial harassment policies. If you are not satisfied with the way in which the repair or incident of anti-social behaviour or racial harassment has been processed, this will be dealt with under our complaints policy.

General Advice

An issue will be treated as a complaint if you tell us that we have failed in our service delivery. Therefore, if you are not satisfied with any of our services and wish to make a complaint, please try to do so as soon as possible after the incident.

Greenoak is committed to ensuring no one is disadvantaged when accessing our services. We will therefore make reasonable adjustments to our service to ensure they are accessible to all. Although this policy cannot list all adjustments, an example of a reasonable adjustment would be to send letters in an alternative format, for example large print,



braille, or coloured paper. Please do let us know if you would like us to make a reasonable adjustment when handing your complaint.

Wherever possible, please bring the problem to the attention of the person concerned. This should be quicker and more amicable. Sometimes complaints arise from a misunderstanding which can be explained and resolved quickly once a member of staff is made aware of the problem. Greenoak will aim to resolve the complaint at the earliest possible point and has adopted a 2-stage formal complaints process. A complaint can be made in any format and we will acknowledge your complaint in writing.

If the complaint is not resolved at stage 1 you can choose to escalate this to stage 2. If you are not satisfied following the completion of stage 2 you can contact the Housing Ombudsman using the details provided in this document. It should also be noted that if you prefer, you can contact the Housing Ombudsman directly at any point for advice or to raise concerns about how your complaint is being handled.

The Complaints process:

Stage 1 - Manager of relevant service area

The Manager for the service area that you are making a complaint about will lead on stage 1 complaint resolution. This will include:

- Confirming that we understand the reason for the complaint and outcome that is being sought