

discuss any issues or areas of concern. They will then make a decision and send a response to you within seven days of the Complaints Panel meeting.

Stage 4 – Designated Persons: Local Ward Councillor, Member of Parliament, Designated Panel

If you are not satisfied with the response from the Complaints Panel you should submit a further complaint form indicating that you wish to make a stage 4 complaint and explaining your reasons why.

You will be only able to request that your complaints be considered by a 'designated person' if you complete Greenoak's internal procedure. Such a person can be an MP, a local Councillor, or a recognised Tenant Panel. The designated person may help resolve the complaint directly, may refer the complaint to the Ombudsman, or may decline doing either.



Stage 5-Independent Housing Ombudsman Scheme

If the designated person declines to hear the complaint, the complainant may approach the Ombudsman for his consideration of the complaint. The complainant may also approach the Ombudsman directly if more than eight weeks have elapsed since the completion of Greenoak's internal procedure, without the need to involve a designated person first.

The Housing Ombudsman can be contacted in the following ways:

Write to us: Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9GG

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Not all complaints should be made in this way. If you want to report a repair or a case of Anti-social behaviour, neighbour nuisance or racial harassment, please contact the Housing Services Office on 01483 768856.

We are always keen to receive suggestions for improvement and feedback on the things we are doing well. Plus, its good to be able to pass on positive feedback to our staff.

Further Information

For further information or to request a full copy of our procedure and a complaints form please contact our Housing Manager or download it from our website at www.greenoakha.org.

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 fairly, we have a set procedure for you to follow if you have a complaint or grievance.

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.

Greenoak Housing Association Complaints process:

Stage 1 - Housing Manager, Technical Services Manager or Office Administrator

In the first instance your complaint should be made to either the Housing Manager for tenancy matters, Technical Services Manager regarding repairs or the Office for other matters. The Manager will:

- Investigate the matter and find out what happened and why.
- Contact you again if more information is needed.
- Send 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, and you should receive a full reply within 10 working days of receipt of the complaint. However if there are reasons why this deadline cannot be met you will be sent a letter explaining these reasons and be given a definite date for a reply. If you wish to escalate this to the next stage you should do so within 14 days of our stage 1 response.



Stage 2 – Chief Executive

If you are not satisfied with the response to your complaint after stage 1 you should contact the Manager indicating that you wish to make a stage 2 complaint explaining why you were not satisfied and what you would like to see as the desired outcome. This will be passed to the Chief Executive who will acknowledge the complaint, and if there is a need will investigate further. You will receive a written response within 10 working days. If you wish to escalate this to the next stage you should do so within 14 days.

Stage 3 - Complaints Panel

If you are not satisfied with the response from the Chief Executive you should submit a further letter or complaint form indicating that you wish to make a stage 3 complaint explaining why you are not satisfied. The Chief Executive will set up a Complaints Panel within one month, to look into your complaint. The Complaints Panel members will look at all the evidence and investigate further if there is a need. The Complaints Panel will consist of two Board Members, supported by the Chief Executive or another appropriate senior member of staff. If a meeting is arranged, you may appear in person and bring someone with you to help represent your case, such as your own tenant representative. The Complaints Panel will listen to all sides of the complaint and