

# Customer complaints procedure



## Who can complain?

Anyone who has been affected by us or our services, including:

- current, former and potential customers;
- owner-occupiers, shared owners and leaseholders; and
- suppliers, contractors and partner agencies.

## Why complain?

There are a number of reasons why you might want or need to make a complaint. We expect to receive a complaint if:

- we don't get back to you or deal with a problem you tell us about;
- we don't fix your repair or fault by the time we said we would;
- our staff or contractors are rude or unhelpful; and
- we don't follow our procedures.

## Making a complaint

If you would like to make a complaint, you should first contact our Customer Service Team (email [info@greensquaregroup.com](mailto:info@greensquaregroup.com) or call 01249 465465) who will try to put the problem right as soon as possible.

If the Customer Service Team are unable to resolve the issue, they will make sure you speak to the person who is in the best position to help you, such as a surveyor or team leader.

If, after this, you're still not happy, or if you feel your complaint is too serious to deal with informally, you can make a formal complaint.

## Formal Complaint – Stage 1

### Investigation

We will acknowledge your complaint in writing within two working days. The appropriate head of service will investigate your complaint and respond in writing within 10 working days.

If you are unhappy with the outcome at this stage, please contact us to tell us why. If you do this within four weeks and are a tenant, leaseholder or housing applicant, we can move the complaint on to the next stage if you want us to.

## Formal Complaint – Stage 2

### Review

We will acknowledge your complaint within two working days. An Executive Director and Board or Customer Service & Insight Committee member will review your complaint. They will consider whether we have handled your complaint fairly and reasonably at the investigation stage, and write to you with their findings within 10 working days of their meeting.

### External review

If you remain unhappy after the review and you are a tenant, leaseholder or housing applicant, you can refer your complaint to a designated person. A designated person could be:

- any MP;
- a local councillor; or
- a recognised tenant panel.

### Housing Ombudsman

If the designated person cannot help you deal with your complaint they may refer the complaint directly to the Housing Ombudsman Service. If the designated person refuses to refer your complaint and they put this in writing you can use this to refer the complaint yourself.

Alternatively, you can wait eight weeks from the date of your review response, and escalate the complaint to the Housing Ombudsman yourself. More information about the Housing Ombudsman Service can be found by contacting them directly:

Phone: 0300 111 3000

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Web: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### What you can expect from us

- We will produce and maintain a policy that makes sure we handle complaints fairly and consistently.
- We will accept complaints in a range of formats, eg in person or by phone.
- We will help with any language or communication needs you tell us about (eg translation services or large print).
- We will act fairly and impartially when dealing with your complaint and we will keep your personal details confidential.
- We will investigate and respond to your complaint within our timescales, and keep you updated if this is not possible for any reason.
- We will aim to find a fair and appropriate solution to your complaint.

We like to know how you think we are dealing with complaints and may contact you to ask about this. We will keep any information you give us confidential and will use it for the purposes of improving our services.

We will let you know how we are doing by putting updates on our website and in our customer newsletters.

If you would like a full copy of our complaints policy, please contact us: email [info@greensquaregroup.com](mailto:info@greensquaregroup.com); call on 01249 465465; or visit our website at [greensquaregroup.com](http://greensquaregroup.com).