

# Tell us what you think

Complaints, compliments  
or comments



Great homes, positive people  
strong communities

origin  HOUSING

## We want your feedback

To help ensure that we provide the best possible service and continually improve what we do, we'd like to hear your views and ideas. Please get in touch if you have a:

**Complaint** – if you are unhappy with us, we want to make things better as quickly as possible and learn from your feedback so that things don't go wrong again;

**Compliment** – we'd like to hear about when we have done something really well;

**Comment or suggestion** – if you have an idea about how we can do things better, we'd love to hear it.

## Getting in touch

You can contact any staff member or contractor to give your feedback and get in touch with us in any way you like. If you would like to contact our Customer Services team directly, please use one of the following ways:

**Email:** [enquiries@originhousing.org.uk](mailto:enquiries@originhousing.org.uk)

**Phone:** 0800 040 7989

**Letter:** Complaints, Origin Housing, Freepost NW3744, London NW1 2YQ

**Fax:** 020 7209 9223

**Text:** 07500 798 227

You can also call our 24 hour voicemail service to leave your feedback on 020 7209 9333.

## What you can expect if you make a complaint:

- An acknowledgement, with an outline of our Complaint Policy and Procedure, to be provided within three working days.
- A full response to be provided within ten working days (or a holding response if more time and information is needed).
- Our dedicated Customer Services Officer (CSO) to oversee your complaint case. You can get in touch with the CSO using the contact details above.
- That our staff will assist you when making a complaint if you want us to, for example with form filling, arranging the use of an interpreter or translator, or providing information in other formats.
- That we will treat your complaint confidentially and it will not affect how we treat you in the future.
- All communication to be tailored to your needs and preferences wherever possible.
- That we will signpost you elsewhere if it is more appropriate for another organisation to assist you.

We have a three stage complaints procedure which we will guide you through if you are not happy with the first response that we provide.

Any person or group that receives a service from Origin Housing can make a complaint. We also accept complaints from any third party, for example a friend or family member or an MP or advocate.

We understand that not all of our customers will wish to use our three stage complaint procedure when they are dissatisfied with us. If you are unhappy, but do not wish to log a “formal” complaint, we still want to hear from you so please do get in touch. You can contact us anonymously or ask that your complaint or comment is addressed in a less formal way.

## Compensation

In some cases compensation will be paid to customers in order to redress costs incurred, disruption, distress and inconvenience caused or if we have taken a long time to resolve the issue of complaint. We also have a Compensation Policy that customers can refer to.

**Feedback form** - Once you have completed this form please hand it to a staff member or send it to: Complaints, Origin Housing, Freepost NW3744, London NW1 2YQ. No postage is required.

Name:

Address:

Today's date:

1. What kind of feedback would you like to provide?

Complaint

Compliment

Comment

2. Please provide details of your complaint, compliment or comment in the box below:

3. If you are making a complaint, how would you like it to be resolved?

4. Would you like us to contact you about this issue?

Yes  No

If "Yes", how would you like us to do this?

Phone  Email  Letter  Text message  
 Home visit  Large print  
 Text Relay (for hard of hearing)

Please provide the appropriate contact details here e.g. your email address or phone number:

**Thank you for your feedback! If you have anything else to say, please get in touch.**

This leaflet is about how to make a complaint, compliment or comment. If you need a copy translated, in large print, in audio, or in Braille, please contact the Contact Centre on 0800 040 7879 or [info@originhousing.org.uk](mailto:info@originhousing.org.uk). You can also ask your Neighbourhood Officer, Support Worker or Scheme Manager.

إن هذه الكراسة تتعلق بكيفية عمل شكوى أو ثناء أو ملاحظة. إذا كنت بحاجة إلى نسخة مترجمة أو بالحروف الطباعية الكبيرة أو مسجلة بالصوت أو بطريقة برايل للمكفوفين، يرجى الاتصال بمركز الاتصالات على الرقم 0800 040 7879 أو بالبريد الإلكتروني على: [info@originhousing.org.uk](mailto:info@originhousing.org.uk). ويمكنك أيضاً أن تطلب موظف الجوار أو موظف الدعم أو مدير المشروع.

Arabic

এই লিফলেট হলো কিতাবে অভিযোগ, শুভেচ্ছা বা মন্তব্য করা যায় সেই ব্যাপারে। যদি আপনি অনুবাদ আকারে, বড় প্রিন্ট, অডিও আকারে বা ব্রেইলে ইহর একটি কপি পেতে চান, তাহলে দয়া করে কন্টাক্ট সেন্টারের নিকট 0800 040 7879 নম্বরে ফোন করুন বা [info@originhousing.org.uk](mailto:info@originhousing.org.uk) ই-মেইলে যোগাযোগ করুন। আপনি আপনার নেইবারহুড অফিসার, সাপোর্ট ওয়ার্কার বা স্কিম ম্যানেজারকেও এই ব্যাপারে জিজ্ঞাসা করতে পারেন।

Bengali

本小葉乃關於如何提出投訴、表揚或意見。倘若您需要翻譯件，或需要以大字體、錄音帶或盲文格式提供，請聯絡：聯絡中心，電話：0800 040 7879，或發送電郵：[info@originhousing.org.uk](mailto:info@originhousing.org.uk)。您也可以向您的社區管理員、助工或計畫經理詢問。

Cantonese

Αυτό το φυλλάδιο αφορά στον τρόπο με τον οποίο μπορείτε να κάνετε παράπονα, φιλοφρονήσεις ή σχόλια. Εάν χρειάζεστε αυτό το φυλλάδιο σε μετάφραση, σε εκτύπωση με μεγάλους χαρακτήρες, σε κασέτα ή σε γραφή Μπράιγ, παρακαλούμε να επικοινωνήσετε με το Κέντρο Επικοινωνιών στον αριθμό 0800 040 7989 ή στη διεύθυνση [info@originhousing.org.uk](mailto:info@originhousing.org.uk). Ακόμα μπορείτε να ρωτήσετε τον Υπεύθυνο Γειτονιάς, τον Υπεύθυνο Υποστήριξης ή τον Διευθυντή Προγράμματος.

Greek

کەم نامیکە سەبارەت بە چۆنیەتی سکاڵاکردن، دەسەخۆشیکردن یان دەریزینی بۆچوون. ئەگەر پێویستە کۆبیەک لەمەت بۆ وەرگیرێنەوه. یان بە چایی ئەستوور، بە شێوەی دەنگ، یا دێری برەیل نامەدی بکەین. بە ژمارە تەلەفۆنی 0800 040 7879 یان ئیمەیلی [info@originhousing.org.uk](mailto:info@originhousing.org.uk) بەیوەندی بکە بە ناوەندی پەیوەندییەوه. هەرۆهە دەتوانی لە ئەفسەری گەرەک. یارمەتیدەر یان بەرێوەبەری بەرنامەی خۆت پرسیار بکە.

Kurdish

Warqadan yari waxey ku saabsan tahay sidii aad u sameyn laheyed cabasho, boogaadin ama aad rabtid hadal in aad ka geysato. Hadii aad u baahantahay koobi in lagu turjumo, ama qoraak waaweyn, ama cajala ku duuban, ama qoraalka indhoolaha, fadlan la' soo xiriir xarunta xariirka ee 0800 040 7879 ama [info@originhousing.org.uk](mailto:info@originhousing.org.uk). Waxaad kalo weydiisan kartaa Sarkaalka Jiiraanka, ama Shaqaalaha Daryeelka, ama Maamulaha Nidaamka.

Somali

Este documento se refiere a presentar una queja, un agradecimiento o un comentario. Si lo necesita traducido, en letra grande, en cinta o en braille, llame a nuestro Centro de Contactos 0800 040 7989 o escriba a [info@originhousing.org.uk](mailto:info@originhousing.org.uk). También puede consultar al Encargado de su urbanización, al trabajador social o al Gerente del programa.

Spanish

Bu broşür nasıl şikayet, övgü ve yorum yapılacağıyla ilgili bilgi vermektedir. Tercüme edilmiş, iri harflerle, ses kayıtlı veya görme engelliler için Braille şeklinde bir nüshasına ihtiyaç duyuyorsanız, lütfen 0800 040 7879 veya [info@originhousing.org.uk](mailto:info@originhousing.org.uk)'dan İrtibat Merkezi'yle temas kurun. Mahalli Daire Memuru, Destek Memuru veya Proje Yönetici'nizden de isteyebilirsiniz.

Turkish

اس کتابچے میں بتایا گیا ہے کہ شکایت، تعریف یا تبصرہ کس طرح کریں۔ اگر آپ کو اس کتابچے کا ترجمہ یا اس کی کاپی بڑے حروف، آڈیو یا بریل میں درکار ہو تو براہ مہربانی کانٹیکٹ سینٹر سے نمبر 0800 040 7879 پر رابطہ کریں یا ای میل بھیجیں: [info@originhousing.org.uk](mailto:info@originhousing.org.uk) آپ اپنے نیبر ہڈ آفیسر، سپورٹ ورکر یا اسکیم مینیجر سے بھی بات کر سکتے ہیں۔

Urdu