

Getting it right

Origin Housing is committed to providing you with high standards of service. Our aim is to be friendly, helpful, efficient and professional in responding to the needs of all our customers. Your opinions are important and we want to know what you think of us – particularly if we fail to meet the standards you expect.

This leaflet explains how you can make a complaint and obtain further help or advice to resolve any complaint or concern you may have about the services we provide. Please note that we will not accept complaints regarding matters over six months old.

WHO CAN COMPLAIN?

Our complaints and appeals procedure is open to everyone who receive or requests a service from Origin Housing and to the people acting on their behalf.

WHAT IS A COMPLAINT?

The type of issues which we would normally treat as complaints are:

- If staff or contractors employed by us are unhelpful or discourteous
- If you feel you have been treated unfairly
- If we fail to provide a service or to maintain reasonable standards or quality of service
- If we fail to fulfil our statutory and contractual responsibilities
- If there is unreasonable delay in responding to your query.

PROCEDURE

–HOW TO MAKE A COMPLAINT

INFORMAL COMPLAINT

Day to day problems and queries should be brought to the attention of your Area

Housing Manager, Neighbourhood Officer or the person dealing with your query.

In most cases we can resolve problems at this stage. However, if you are still not satisfied with the way your complaint has been handled, or with the outcome, then you can make a formal complaint.

STAGE 1

If you wish to make a formal complaint, speak or write to the person who you normally deal with or contact our Contact Centre for a form. We aim to respond within 10 working days from receiving your complaint. If you need help completing this form our Customer Service Advisors can help you, please call 0800 040 7989 (Freephone). We will only deal with complaints about things that happened, or came about within the last six months.

STAGE 2

If you are not happy with the response, or if we don't do what we say we will do to put things right, you should then write to the relevant Director within a month of receiving the Stage One decision. They will aim to reply to you within 15 working days.

STAGE 3 APPEAL

If you are still not satisfied you can appeal to the Board of Origin Housing by writing to the Chief Executive, within one month of receiving the Stage Two decision. You will receive a hearing within six to eight weeks.

WHO DO I CONTACT?

If you are not sure who to contact about your complaint please contact our Contact Centre at Origin Housing, St Richards House, 110 Eversholt Street, London, NW1 1BS or by telephone on 0800 040 7989 (Freephone).

WHO ELSE MAY BE ABLE TO HELP

If you need independent help with your complaint, or if you believe that you have not been dealt with fairly, then you can contact one of the following:

- Your local councillor
- Your Member of Parliament (MP)
- Citizens Advice Bureau
- Housing Aid or Advice Centre
- A solicitor

THE HOUSING OMBUDSMAN SERVICE

Once you have exhausted the Association's internal complaints procedure and if you are still unhappy you can refer your complaint to the Ombudsman who can be contacted at:

THE HOUSING OMBUDSMAN SERVICE ON 0300 111 3000

(A leaflet outlining how the Housing Ombudsman may be able to help you is available from our offices).