

Feedback and complaints

Transform Housing & Support welcomes any sort of feedback, positive or negative.

Feedback lets us know whether we are getting things right or if we need to do things differently to improve our services. Feedback can come from clients, external agencies, the friends and family of the people that we are supporting, or our neighbours.

Examples of areas you might want to give feedback about:

- the quality of service that you received;
- response times;
- your keyworker;
- cases of ill-treatment, abuse, intimidation, harassment or discrimination;
- the forms we use when we support you;
- anti-social behaviour;
- dissatisfaction with our services.

If you have any concerns or suggestions about a particular service, please speak to the local manager of the service. They are usually in the best position to help resolve your concerns quickly.

If you prefer not to contact the service directly, or are unable to do so for some reason, please email info@transformhousing.org.uk.

Complaints procedure

We always aim to deliver excellent services but we know that sometimes things can go wrong. We're sorry that you have a complaint to make and it's our priority to resolve this as quickly as possible for you.

If you are a client of our services, and would like to make a formal complaint, the following procedure applies. More details about our complaints procedure can be found in the Complaints policy (this can be found on our website).

You can make your complaint in writing (a letter, email or via the **Feedback and complaints form** which can be found on our website), in person, by calling your local office or, if you are more comfortable, contacting Central Office on **01372 387100**. You can be helped by an advocate or friend when making your complaint. We can also provide you with a translator if needed and help you contact the Housing Ombudsman Service at any point during the complaints process.

There are **two stages** to the complaints procedure:



Stage 1:

When we first receive your complaint, we will confirm with you that we have received it and are investigating. This will usually be a letter, but may also be in a meeting, in person or via a phone/video call if this suits you better. This will happen up to **five working days** after you make a complaint.

We will evaluate the complaint and speak to you to make sure you have had a fair opportunity to discuss the issue; your expectations; and the desired outcomes before we make a decision. This will happen after a maximum of **10 working days** from receipt of your complaint. This outcome will be communicated to you via your preferred means of contact.

Stage 2:

If the outcome of the Stage 1 investigation is not satisfactory, you can continue to Stage 2 and the complaint will be re-examined. As part of this, you will be given another opportunity to discuss the issue; your expectations; and desired outcomes before a decision is made. The Stage 2 decision will usually be made after a maximum of **20 working days**. In some exceptional cases, it may take **up to a further 10 working days**.

The Stage 2 outcome will be communicated to you via your preferred means of contact.

The outcome communication for both stages will include:

- the outcome of the complaint;
- the reasons for any decisions made;
- the details of any remedy offered to put things right;
- details of any outstanding actions;
- how you can escalate the matter if you are dissatisfied.

If you are dissatisfied with the Stage 2 outcome, you can also escalate the complaint to the Housing Ombudsman Service.

Communicating with the Housing Ombudsman Service

You can contact the Housing Ombudsman Service directly and they can help you through every stage of your complaint. You will be able to speak to a Housing Ombudsman's Dispute Support Advisor.

You may also wish to contact a designated person – this can be your local MP or your local councillor – to help you resolve the complaint or assist you in forwarding your complaint to the Housing Ombudsman Service.

A member of staff would be happy to support you in this matter, or links to the websites for your MP, local councillor and the Housing Ombudsman Service can be found on our website:

www.transformhousing.org.uk/feedback-and-complaints

If you would like this leaflet in large print or audio format, please speak to your keyworker.

Published December 2020

Registered office: Bradmere House, Brook Way, Leatherhead, Surrey KT22 7NA
www.transformhousing.org.uk ■ info@transformhousing.org.uk

Registered charity: 264133 ■ **Company limited by guarantee registered in England and Wales:** 01057984
Registered with the Regulator of Social Housing: H2452



Registered with the Fundraising Regulator