

Compensation

If we find that you are justified in your feedback or complaint, we will consider paying compensation, for example if you have suffered financial hardship. Compensation for repairs not carried out within time limits is covered in a separate policy.

Contact details

Project team: Please speak to a staff member from the project team or central office to get the contact details.

Central office:

Address: Bradmere House, Brook Way, Leatherhead, Surrey KT22 7NA
Phone: 01372 387100
Email: info@transformhousing.org.uk

Feedback and complaints

Tell us how we're doing



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

Transform Housing & Support is the operating name of Surrey Community Development Trust
Registered Social Landlord H2452
Registered Charity 264133
Company Limited by Guarantee
Registered in England 1057984

Registered office

Bradmere House, Brook Way, Leatherhead KT22 7NA
Telephone 01372 387100
info@transformhousing.org.uk
www.transformhousing.org.uk

“The support I get is 100% and the accommodation is really good.”

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 service to you. Feedback can come from clients, external agencies or the friends and family of the people that we are supporting.

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

If you do have a complaint about the service provided by Transform we have a complaints procedure, which is laid out opposite. You can give feedback or make a complaint in any of the following ways: in writing, by email or by speaking to a member of staff by phone or in person. For contact details, please see the back of this leaflet.

Making comments or complaints can be difficult so you may want to have someone with you when you do this. That is fine and we welcome this. You have the right to be supported by an independent person such as another agency supporting you or a friend or relative. If you want, we can put you in touch with an advocacy agency that will help to act on your behalf.

Complaints procedure

If you would like to make a complaint, we will follow the procedure below:

Step 1: Report your feedback or complaint to one of the Project Team. We will try and resolve the issue straight away if we can. If you are not satisfied, we will give you a 'Feedback and complaint form' and help you to complete this if needed.

Step 2: Once we have received the form, a member of the Project Team will respond to you in writing within seven working days.

Step 3: If you are unhappy with the response you get, you may contact the Director of Client Strategy & Delivery. Call 01372 387100 or write to Transform at the address overleaf.

Step 4: The Director of Client Strategy & Delivery will respond to your feedback or complaint within 10 working days.

Step 5: If you are not satisfied with this response, you may request that the matter is considered by a panel made up of Transform's Chairman and two members of the Board. The panel will be called within a month of your request.

Step 6: Finally, if you are still not satisfied with the response, you have a right to appeal. Appeals can be made to the Housing Ombudsman, an MP or local councillor, or to your local Housing Related Support Team. You must have used all the Transform complaints procedures before contacting one of the appeals services above. We can provide you with full contact details if you need them.