



## **COMPLAINTS POLICY**

Habinteg Housing Association (Ulster) Ltd (later referred to as “the Association”) is committed to providing its customers with a high standard of service at all times\*. However, the Association accepts that there may be occasions when you are not satisfied with the service, which you have received and, as a result, you may wish to make a complaint. There may also be situations where you feel that you wish to suggest improvements to the way in which we deliver our service.

All complaints will be registered, logged and monitored weekly. Details of the volume of all complaints received will be reported annually in Habinteg’s *Resident Newsletter* and our *Annual Report*.

The Association welcomes your comments and will use them to monitor performance standards, to promote accountability and to improve efficiency, introducing changes in the way we deliver our service where this is shown to be desirable.

All complaints will be dealt with promptly and in a professional manner by appropriate member/members of staff. Confidentiality will be preserved as far as is possible, however, some complaints will require the involvement of third parties if they are to be properly investigated and in such cases, confidentiality cannot be strictly guaranteed.

Complaints relating to nuisance or harassment by neighbours will be dealt with separately, under the Association’s Anti-Social Behaviour Policy. A copy of the policy can be obtained from any of our offices.

## **COMPLAINTS PROCEDURE** for those using the Association’s services

A complaint should be made in the first instance, giving all the details which are relevant, including your name, address and the nature of the complaint. The Association will accept your complaint in writing (including email and other alternative formats) or verbally (by telephone, face to face or through an interpreter).

If you would prefer to put your complaint in writing and need help with this please ask our office staff for assistance. Alternatively, independent advice may be obtained from your local Citizens Advice Bureau, The Housing Rights Service, or other appropriate body. Those who do not wish to make a complaint may ask for their comments to be recorded so that all areas of concern may be addressed. You should note, however, that we cannot deal with anonymous complaints.

## **Stage 1**

The Association will acknowledge your complaint within 5 working days and endeavour to provide a full reply within 15 working days. If information is required from others in order to properly address your concerns this may take longer and we shall keep you advised of when you can expect a full reply.

## **Stage 2**

Once you have received a full reply, if you are still unhappy you should either address your written complaint to or ask that your verbal complaint be noted and passed to the Chief Executive at the Association's Head Office. The Chief Executive will consider your complaint and provide a full reply within 15 working days.

## **Stage 3**

If you remain dissatisfied after you have received the Chief Executive's response you may appeal to the Board. At this stage you must put your appeal in writing to the Chairman, at the Association's Head Office. Members of the Board give their services voluntarily. They are not based in the office and a complaint may need to be considered at their next meeting. The Chief Executive will write to you within 5 working days of receiving the appeal to the Board advising you when you should expect a full reply.

If, after investigation, it is established that we did not meet our standards or we failed to perform our duty, we shall apologise, offer an explanation and take steps to ensure that the same problem does not occur again. If you suffer financial loss or disadvantage as a result of a failure on the part of the Association to meet its obligations you may be able to claim compensation. Compensation claim will be considered by the Board at this stage

\*Reasonable expectations of tenants are contained in the 1992 DOE (NI) Tenants Guarantee and our own published Standards are published in the Customer Charter - both are reproduced in full in our Tenants Handbook.

You have a right to bring complaints about the Association's actions to the Northern Ireland Public Services Ombudsman. It is normally expected that you will have used Habinteg's internal complaints procedure before bringing a complaint to them.

## **Northern Ireland Public Services Ombudsman**

*(& Northern Ireland Local Government Commissioner for Standards)*

Progressive House, 33 Wellington Place, Belfast, BT1 6HN

Telephone: 028 90233821

Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

Text phone: 028 90897789

Web: [www.nipso.org.uk](http://www.nipso.org.uk)

Free phone: 0800 34 34 24

**COMPLAINTS FORM**

**1. CONTACT DETAILS**

Name of Complainant \_\_\_\_\_

Home Address \_\_\_\_\_

Telephone No \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Do you want Habinteg to deal directly with someone acting on your behalf?

YES / NO (please circle your response)

If YES, please ask your helper or advisor to fill in the section below.

Name \_\_\_\_\_

Relationship to complainant \_\_\_\_\_

Home Address \_\_\_\_\_

Telephone No \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**2. DETAILS OF COMPLAINT**

Please give details of your complaint (Attach a separate sheet if required).

Remember to include dates, times, names and all other relevant information.

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### 3. SUPPORTING DOCUMENTATION

Please list all supporting documentation you are including with the complaint.

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### 4. RESOLUTION OF COMPLAINT

What action would you like Habinteg to take to help resolve the complaint?

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### DATA PROTECTION

In order to investigate your complaint and help us deliver efficient services, we need to collect relevant personal details. We comply with the Data Protection Act 1998 when dealing with personal data. This means that your personal data will be processed in accordance with the law. Please note that we may share personal data with other organisations where appropriate.

Please tick the box to confirm that you have read the Data Protection information above and are consenting to Habinteg Housing Association (Ulster) Ltd processing your personal data.

Please return the completed form to:-

**Habinteg Housing Association (Ulster) Limited**

**Alex Moira House**

**22 Hibernia Street**

**Hollywood . BT18 9JE**

T 028 9042 7211

F 028 9042 8069

E [info@habinteg-ulster.co.uk](mailto:info@habinteg-ulster.co.uk)