

Independent Services

If you are not satisfied with the decision of the panel, you may refer your case to another organisation.

This is a free service.

If you are a tenant, leaseholder or someone applying for housing you should contact the Housing Ombudsman Service.

The Ombudsman will only investigate your complaint after it has been through all the stages of our complaints procedure.

You can contact the Ombudsman at:

The Independent Housing Ombudsman Service
81 Aldwych, London
WC2B 4HN.
Telephone: 020 7421 3800
www.ihos.org.uk



IF ENGLISH IS NOT YOUR FIRST LANGUAGE PLEASE TELL US - WE WILL BE HAPPY TO HELP YOU.

PLEASE CONTACT US IF YOU REQUIRE THIS LEAFLET IN LARGER PRINT OR ON TAPE.

Freebridge Community Housing
Juniper House
Austin Street
King's Lynn
Norfolk PE30 1DZ

Email: enquiries@freebridge.org.uk
Main Switchboard Telephone: 03332 404 444

Office Opening Hours:
8:45am - 5.15pm (Mon-Thurs)
8:45am - 4.45pm (Fri)
Bank Holidays, Saturday and Sunday Closed

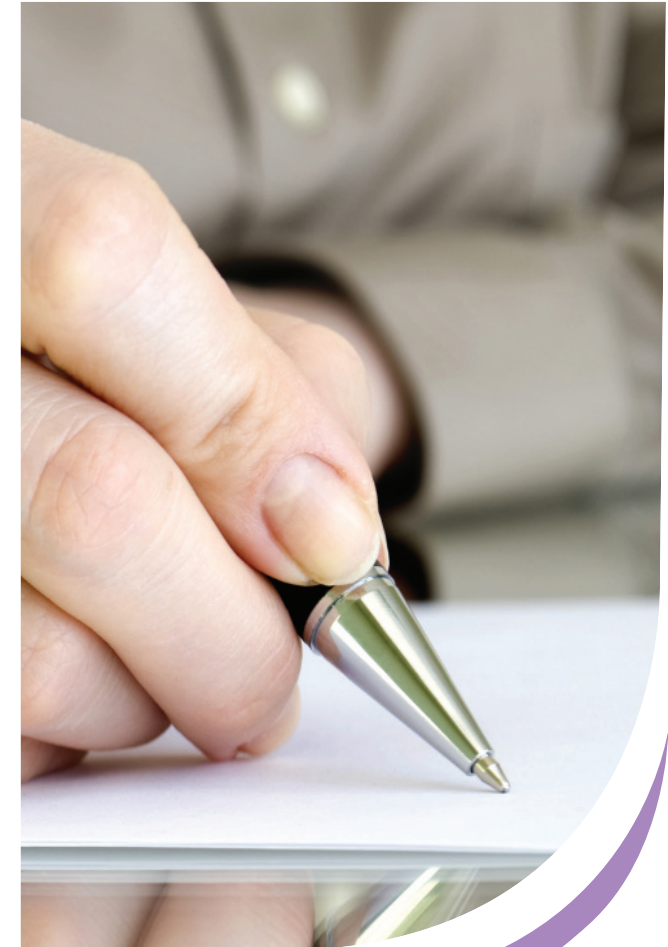
Out of Office Hours:
The main telephone number (03332 404 444) will divert to 24 hour emergency service.

DEVELOPING HOMES AND
CREATING OPPORTUNITIES
FOR PEOPLE WITHIN
WEST NORFOLK

Freebridge
COMMUNITY HOUSING

CUSTOMER COMPLAINTS

HELP US TO GET IT RIGHT



DEVELOPING HOMES AND
CREATING OPPORTUNITIES
FOR PEOPLE WITHIN
WEST NORFOLK

Freebridge
COMMUNITY HOUSING

HAVE WE GOT IT WRONG?

We hope that the services you receive from us are of the quality you would expect. However, we realise there will be times when you will want to complain, tell us how we can improve our services, or perhaps compliment us on something we have done well.

Comments

Your complaints, comments and compliments are important to us as they help us improve our services. You do not need to fill in a form to make a complaint - **you can contact us:**

- In person
- By phone
- By e-mail
- From our website
- By writing to us
- By fax.

Complaints

Sometimes things go wrong with our service. If this happens, we have a simple three-stage procedure to put things right.

We treat the following as complaints:

- **Failure to achieve service standards;**
- **Failure to meet legal or contractual obligations;**
- **Dissatisfaction with a decision or action (if this falls outside our agreed policy to provide a service); and**
- **Dissatisfaction with the attitudes of our staff or contractors.**

If you are reporting something for the first time, like a new repair or a problem with a neighbour, we will not log it as a complaint but as a request for service.

When you contact us with a complaint, we will try and fix it straight away. If we cannot fix it immediately and you want to make a formal complaint, please tell us so that we can log your complaint.

The more information you provide the easier it is for us to help. Please tell us what your complaint is about, who you have contacted and what you would like us to do to put it right.

STAGE 1

At this stage your complaint will be formally recorded and the relevant Assistant Director will investigate your case.

Within three working days we will acknowledge your complaint, including a leaflet explaining the procedure and tell you who is responsible for managing your complaint.

They may speak to you to try and come up with the right solutions. They will make sure that the problem is fixed. They will write to you within 10 days to confirm the details.

STAGE 2

If you are not satisfied with our response to stage 1, please contact us within 14 days of receiving our response and explain why.

Within three working days, we will acknowledge your complaint.

The Service Director will review your complaint and the previous investigation. They may speak to you to try and come up with the right solutions. They will make sure that the problem is fixed. They will write to you within 10 days to confirm the details.

STAGE 3

In the unlikely event of you still not being satisfied, please contact us within 14 days of receiving our response and explain why.

We will arrange for an independent panel of board members to hear your complaint. We will invite you to come to the meeting to present your complaint in person. You may bring a friend or family member.

The panel will decide whether the complaint has been handled correctly and decide what further action is needed.

We will write to tell you their decision within 10 working days of the panel hearing.