



## North & East Housing Association

### Complaints, Compliments & Suggestions guidelines

These guidelines explain how to make a complaint or provide us with a compliment or suggestion. We want to make it easy for you to give us your feedback, particularly if we have made an error or if you have not had a good experience with us.

At North & East we aim to provide a high quality of service in all areas of our work, however, we do understand that sometimes we may get it wrong and there may be times when you are not entirely satisfied with the level of the service you received. If this happens, do let us know and we will do our best to put it right.

We also want to hear from you if you have something good to say about our services or if you have any ideas or suggestions about how we can improve these services. Compliments are a useful learning tool; they help us replicate good practice throughout the Association. We welcome all ideas and suggestions and these help us in planning and developing our services.

#### How to contact us

- on the telephone by calling 01 820 0002 (Monday - Friday 9:00 a.m. – 5:00 pm.)
- in writing to: North & East Housing Association, 287, Block G, Blanchardstown Corporate Park 2 D15 P229 or by email to [info@neha.ie](mailto:info@neha.ie)

#### What we'll do with your feedback

##### Suggestions

We want to hear any ideas on how we can improve our services. We will acknowledge your suggestion in writing within **10 working days** to advise you if we can carry out your suggestion (and if not, why not).

##### Compliments

We'll make sure that any compliments reach the right people and post you a thank you letter within **3 working days**.

##### Complaints

We aim to give an excellent service to our customers. If we get things wrong, we want to try to put them right and learn from our mistakes. Any individual or group who uses or is affected by our services may make a complaint.

We believe that most issues can be resolved informally once we are made aware that you are unhappy with a particular aspect of our service. Therefore, we ask that you afford us the opportunity to respond before using the formal procedure set out below. If you are not satisfied with the outcome then you are, of course, welcome to submit a formal complaint to us.

You can use the form at the end of this document to make a complaint about us or our contractors.

Wherever possible, our Housing Team will aim to resolve your complaint at the first point of contact. North & East recognise that some complaints will be handled using other processes, and are therefore excluded from the complaints process.

These include:

- a complaint that is being dealt with or was previously dealt with by legal proceedings, or where a decision will be decided by a court e.g. an eviction
- a complaint that has not been raised within three months of the incident occurring
- a complaint about a service where North and East has no responsibility
- a complaint about a decision where a statutory appeal body or tribunal has been established to examine the case
- claims for compensation for property damage or personal injury. ○ These are liability claims and must be dealt with by our insurers (or the relevant contractor's insurance if appropriate)
- anonymous complaints
- policies that already have a built-in appeal/review process e.g. Repairs, Rents and allocations
- a complaint that has already been considered and not escalated within 20 working days (unless there is new information).

## Our complaints procedure

We have a three stage complaints procedure. When we receive your complaint, you will be asked if you have already attempted to resolve the issue through informal contact with us.

### Stage 1

Your complaint may well be resolved on the day we receive it, but we will usually need time to look into it. If so, we will provide written **acknowledgement within 3 working days** and a **written response within 10 working days**.

A formal complaint will be dealt with by a housing team member assigned by the Operations Manager. We aim to resolve most complaints at this stage, although some may take more time. In this case, we will **agree a response date** with you but will endeavour, whenever possible, to resolve the matter within 20 working days.

### Stage 2

If you are not happy with our response to your complaint, you should contact us **within 20 working days** of the date of our written response and ask that a more senior member of staff looks at the complaint. In most cases, this will be the Operations Manager.

### Stage 3

If you are not satisfied with the senior member of staff's response, you can ask for your complaint to be dealt with by our Chief Executive Officer (CEO). This request should be submitted within 20 working days of the date of the Manager's response to you.

The CEO's response will be final.

### Complaints about senior members of staff

If your complaint relates to a senior member of staff your complaint should be directed to the CEO in the first instance. The CEO will deal with your complaint and you will receive a response in 10 working days with a right to appeal to the Chairperson of North & East. In the event that you wish to make a formal complaint in relation to the CEO or a member of the voluntary board; you should address your complaint to the **Chairperson of North & East Housing Association, 287 Block G, Blanchardstown Corporate Park 2, D15 P229**. You will receive response to your complaint within 10 working days.

### Accessibility

This leaflet explains how to make a complaint or provide us with a compliment or suggestion. We want all of our residents to be able to understand all the customer information we provide and if you have any difficulty in reading or understanding the contact please do let us know on 01-8200002.

### Improving our service

Once your complaint has been closed, we will give you a call (or send you a questionnaire in the post) to ask how you feel we dealt with your complaint.

# Complaints, Compliments & Suggestions Form

## Contact details

*Please provide us with your details below.*

**Please let us know what you are contacting us about. Please tick the correct box:**

<b>Complaint</b>	<input type="checkbox"/>	<b>Compliment</b>	<input type="checkbox"/>	<b>Suggestion</b>	<input type="checkbox"/>
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**Name:**

**Address:**

**Telephone Number:**

**Mobile Number:**

**Email:**

**Date:**

**What would you like to tell us? (Use a separate sheet if necessary)**

*Please use this section tell us what the complaint, compliment or suggestion is about.*

***If you're not happy with the service you received from us, what do you think we should do to put things right?***

Please complete and send back to us using the stamped address envelope, supplied with this form. If you have downloaded this form from our website, please send to our Head Office (287 Block G, Blanchardstown Corporate Park 2 D15 P229)

*Thank you*

I confirm that the information provided in this form is correct

Signature \_\_\_\_\_ Date \_\_\_\_\_