



Community
Housing

Compliments and complaints



We are committed to providing an excellent customer service. We want to hear what you have to say about our service.

Compliments

If you are happy with our services, please let us know. You can tell us what we have done well and acknowledge the hard work of our staff.

Complaints

We recognise that sometimes things go wrong. When this happens we want to know, so we can put things right and improve our service to others.



What is a complaint?

A complaint is when you think we have:

- failed to do something that we should have done.
- done something that we should not have done.
- not met our published standards.

You should raise your complaint with us as soon as possible so we can resolve it quickly. We don't normally investigate complaints about issues that happened more than six months ago.

What isn't a complaint?

- An initial request for a service, such as when you report a repair for the first time.
- An initial request for information or an explanation.
- An anti-social behaviour issue, as these reports are dealt with under another procedure.
- An appeal against action resulting in court proceedings or matters subject to ongoing court proceedings.



Who can complain?

Anyone who receives a service from us can make a complaint. This includes residents and members of the public who are affected by our service.

What we need to know when you make a complaint

- Who you are and where you live.
- What your complaint is about.
- If you have already spoken to a member of staff about it.
- What you would like us to do to put it right.



How we handle your complaint

We have a three-stage process:

Stage 1

We will make every effort to resolve the problem the first time you contact us. If we are unable to resolve your problem straight away, we will investigate and provide you with our decision within 10 working days. If we're unable to provide a response by then, a new date will be agreed with you.

Stage 2

If you're not satisfied with our response at stage 1, you have 30 calendar days to tell us why you want to take things further and how we can resolve your complaint. A senior manager will oversee a review of your complaint. We will provide you with our decision within 15 working days. If we are unable to provide a response by then, a new date will be agreed with you.

Stage 3

If you're not satisfied with the stage 2 response, you can ask for your complaint to be escalated to a stage 3 panel. The panel is made up of: a Board Member, the SW9 Community Housing Executive Director, an Executive Director from Network Homes and a resident. You will be invited to speak at the panel and explain why you remain dissatisfied and what we can do to resolve your problem. If you're not happy with the panel's decision you can take your complaint to the Housing Ombudsman. The panel will tell you how to do this when they write to you.

We will not deny a request to escalate a complaint to the next stage unless:

- we are continuing our investigations.
- you have not provided specific reasons for requesting a review.
- your request is solely related to the level of compensation awarded at the earlier stage.



How to make a complaint

You can make a complaint in any of the following ways:

- by visiting our website: www.sw9.org.uk/complaints
- by calling us on **020 7326 3700**
- by emailing us at info@sw9.org.uk
- in writing to us at **SW9 Community Housing Complaints Team, 6 Stockwell Park Walk, London, SW9 0FG.**





If you need help making a complaint

- If you need help with making a complaint please call us on **020 7326 3700** or email **info@sw9.org.uk**.
- You can receive free independent advice from the Citizens Advice Bureau. Visit **www.citizensadvice.org.uk** for further guidance.

For more information about our complaints process, visit our website www.sw9.org.uk/complaints.

We can provide this document in other formats including Braille, large print or audio CD. Sometimes, we can also help with translations into other languages. Please contact our Customer Service Team at **info@sw9.org.uk** if you require this service.



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-  @sw9housing
-  SW9 Community Housing

