

Complaints Policy Statement



Policy Statement. We are committed to delivering an excellent service to all customers. However, we recognise that there may be times when a customer is dissatisfied if we have failed to deliver services to the high standard that we have set.

We understand that complaints can provide us with valuable information about where we can improve. We welcome this feedback as it provides us with an opportunity to learn more about our customers' needs and expectations, and to continually improve the services that we deliver.

“A complaint is an expression of dissatisfaction, however made, about the standard of service provided, actions or lack of actions by The Guinness Partnership or anyone working on our behalf which affects any of our customers.”

To ensure that we are a customer-focused organisation and handle complaints efficiently and effectively, we will:

- Have an open and accountable complaints policy and procedure that is reviewed regularly with customers to set clear and challenging targets to improve our performance.
- Clearly and effectively publicise our complaints service standards to customers.
- Provide a variety of methods for customers to report complaints so that our service is accessible to all and encourages customers to report complaints as soon as possible.
- Value all complaints that we receive and handle them seriously, in a sensitive and courteous manner, treating customers with respect and consideration.
- Record, monitor and evaluate complaints so that we can continually improve and develop our service.
- Ensure that our customers receive a fully investigated response to their complaint and feedback where we learn from or make changes as a result.
- Offer customers mediation services if this is appropriate during the investigation of a complaint.
- Provide all customers with the opportunity to appeal against the decisions that we reach following the investigation of a complaint.
- Offer customers help if they choose to refer their case to the Housing Ombudsman Service or the Care Quality Commission and abide by the decisions of these independent bodies.
- Offer customers compensation after a complaint has been investigated, if it is appropriate.
- Ensure that we handle vexatious or malicious complaints appropriately.
- Gather customer feedback on our complaints service and use this information to make improvements.
- Learn from complaints and use them to shape and improve our services as well as identifying training and development needs for our staff.
- Effectively communicate and publicise to our customers our complaints performance and how we have learnt from complaints.

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Arabic

هذا المستند متوفر بلغات أخرى، وبطباعة كبيرة، وبطريقة برايل للمكفوفين، وبتسجيل صوتي وذلك عند الطلب من مكتبك المحلي.

Polish

Na życzenie, niniejszy dokument dostępny jest w lokalnym biurze w innych językach, wydrukowany dużą czcionką, pisany językiem Brajla lub w wersji dźwiękowej.

Somali

Dokumentigaan waxaa lagu heli karaa luqado kale, daabacad far waa-weyn, farta indhoolaha Braille iyo hab la dhegaysan karo markii aad ka soo codsato xafiiska xaafaddaada.

Bengali

আপনার স্থানীয় অফিস থেকে অনুরোধ করলে এই ডকুমেন্টটি অন্য ভাষায়, বড় প্রিন্টে, ব্রেইলিতে এবং অডিও ফরম্যাটে পাওয়া যাবে।

Portuguese

Este documento encontra-se disponível em outros idiomas, em letras aumentadas, em Braille e em formato áudio no seu gabinete local.

Tamil

தங்கள் உள்ளூர் அலுவலகத்தின் வேண்டுகோளுக்கிணங்க, மற்ற மொழிகளிலும், பெரிய அச்சு, பிரெய்ல் மற்றும் ஒலி வடிவங்களில், இந்த ஆவணம் கிடைக்கிறது.

French

Ce document est disponible dans d'autres langues, en gros caractères, en Braille et en format audio sur demande auprès de votre bureau local.

Punjabi

ਤੁਹਾਡੇ ਸਥਾਨਕ ਆਫਿਸ ਦੁਆਰਾ ਬਿਨਤੀ ਕੀਤੀ ਜਾਣ 'ਤੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਅਤੇ ਸੁਣੇ ਜਾ ਸਕਣ ਵਾਲੇ ਰੂਪਾਂਤਰ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

Urdu

یہ دستاویز دیگر زبانوں، بڑی چھپائی، بریل اور صوتی شکل میں اپنے مقامی دفتر سے درخواست کر کے حاصل کی جاسکتی ہے۔