

# How to make a complaint

**A Customer Guide**



## Have your say. Help us to improve.

We are committed to providing you with an excellent service but we recognise there might be times when we don't get it right. Complaints help us learn more about customers' needs and expectations and give us the chance to continually improve the services we offer.

### We welcome complaints as they:

- Show us when we are getting things wrong.
- Give us an opportunity to put things right.
- Allow us to learn more about our customers' needs and expectations.
- Help us improve the services that we provide.

### How to complain to us:

- By visiting any Guinness Hermitage office.
- By writing to us.
- By completing the complaint form and sending it to us.
- By telephoning us.

- By emailing us.
- By speaking to any Guinness Hermitage staff member.

For more information on our contact details please refer to the information at the back of this leaflet.

### What if I need help making a complaint?

If you would like assistance when making a complaint please speak to your housing officer. Alternatively, you could ask one of the following people to help you:

- A friend, carer or other representative such as a residents' association or MP.
- Citizens Advice; visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- The Tenant Services Authority, who can offer advice on making a complaint. You can find this information on their website: [www.tenantservicesauthority.org](http://www.tenantservicesauthority.org) or by calling them on 0845 230 7000.

## Complaints procedure and service standards. What you can expect from Guinness Hermitage.

### Stage 1 - When you make a complaint

If we are unable to resolve your complaint straightaway it will be recorded and allocated to a relevant member of staff.

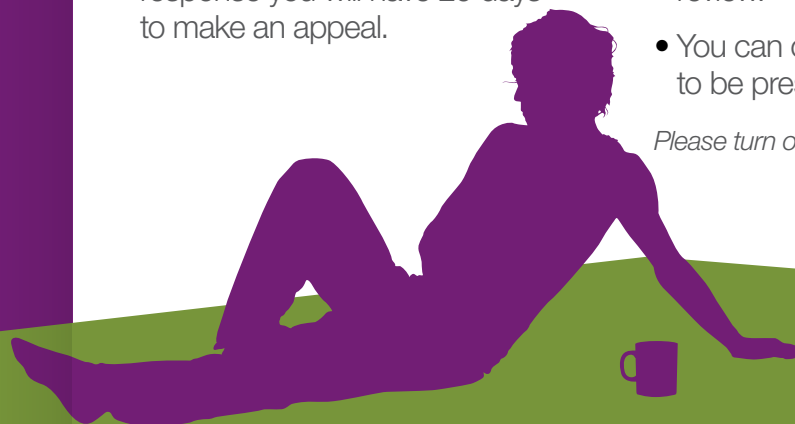
- We will acknowledge your complaint in writing within two working days of receiving it and confirm who will be dealing with it.
- We will write to you within 10 working days giving a full response to your complaint. The only exception will be when we have agreed an extension to this with you.
- If you are unhappy with our response you will have 20 days to make an appeal.

### Stage 2 - If you have appealed against our decision

If you are unhappy with the Stage 1 response you receive, you may advance your complaint to Stage 2 of our procedure.

- We will acknowledge your appeal in writing within two working days of receiving it.
- Your appeal will be reviewed by a senior member of staff who has not been involved in the initial reply and you will receive a written response from them within 10 working days.
- If you are unhappy with this response you will have 20 days to request an independent case review.
- You can choose whether you wish to be present at this hearing.

*Please turn over for Stages 3 and 4.*



## We welcome spoken and written complaints.

### Stage 3 - Independent Review Hearing

If you are unhappy with the Stage 2 response you receive, you may advance your complaint to Stage 3 of our procedure.

- We will acknowledge your appeal within two working days of receiving it.
- A hearing will be arranged within 30 days of receiving your request and, if you wish to attend, at a date and location agreed with you.
- Members of the hearing will be independent from staff. They will usually be Board Members and, wherever practical, will include a customer representative too.
- A summary of your complaint will be shared with the members of the hearing.
- You will receive written confirmation of the hearing's decision within five working days of the hearing.
- If you are unhappy with the hearing's decision we will advise you how to appeal to the Ombudsman.

### What you can expect from us:

- We will treat your case confidentially and only share any information with your prior agreement.
- We will treat all of our customers courteously, fairly and with respect.
- We will provide assistance for those who need it, including interpretation, Braille, audio tapes etc.
- You have the right to see personal information that we hold about you.



## Customer complaint form.

If you would like to make a complaint please complete this form and return to any Guinness Hermitage office or member of staff.

Which part of our service is your complaint about?

- |  |   |
|--|---|
| <input type="checkbox"/> Construction/layout of your home  | <input type="checkbox"/> Leaseholder enquiry        |
| <input type="checkbox"/> Management of your estate         | <input type="checkbox"/> Management of your tenancy |
| <input type="checkbox"/> Rent or service charge collection | <input type="checkbox"/> Re-housing                 |
| <input type="checkbox"/> Repairs service                   | <input type="checkbox"/> Sales service              |
| <input type="checkbox"/> Staff conduct                     | <input type="checkbox"/> Other (please specify)     |

Please provide details of your complaint in the space below (attach extra sheets of paper if necessary). Please give as much information as possible on the circumstances that have caused your complaint.

.....

.....

.....

.....

.....

.....

.....

What do you think we should do to put things right?

.....

.....

.....

What improvements can Guinness Hermitage make in order to improve this area of service in the future?

.....

.....

.....

.....



## Just fill in your details.

Name .....

Address .....

.....

Email .....

Daytime tel. ....

Evening tel. ....

Signature .....

Date .....

If you do not wish to be contacted with a response to this complaint please tick here . We are unable to respond fully to complaints that are given to us anonymously.

### Monitoring Information

In order for us to monitor whether or not our service is fair and accessible to all of our customers, please tick the boxes below that best describe you. This information will not affect how we handle your complaint.

### Please advise us of your ethnic origin.

#### White:

- British
- Irish
- Other white background

#### Mixed:

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed background

#### Asian or Asian British:

- Indian
- Pakistani
- Bangladeshi
- Other Asian background

#### Black or Black British:

- Caribbean
- African
- Other black background

#### Chinese:

- Chinese
- Other Chinese background
- Gypsy / Romany / Irish Traveller
- Refused

#### Are you, or is anyone living with you, disabled?

- Yes
- No
- I do not wish to answer

Thankyou for taking the time to complete this form

**If you would like any help or advice about anything contained within this leaflet please contact your local office below:**

Guinness Hermitage  
33 East Street  
Havant  
Hampshire PO9 1AA

**Tel:** 023 9279 4500

Guinness Hermitage  
Envoy House  
61 Longbridge Road  
Plymouth PL6 8LU

**Tel:** 0845 603 7836

Guinness Hermitage  
Ground Floor  
Hillfields House  
Matford Court  
Sigford Road  
Exeter EX2 8NL

**Tel:** 01392 822900

Guinness Hermitage  
Unit 5, Woodstock Court  
Marlborough Business Park  
Salisbury Road  
Marlborough  
Wiltshire SN8 4AE

**Tel:** 0845 603 3894

Guinness Hermitage  
Building C  
Estune Business Park  
Wild Country Lane  
Long Ashton  
Bristol BS41 9AF

**Tel:** 01275 395744  
or 01275 395741 (administration  
team); or alternatively you can  
contact you housing officer.

Guinness Hermitage  
Boyd Court  
Bracknell RG42 1PY

**Tel:** 0845 602 2585  
for Basingstoke, Berkshire  
and Oxfordshire.

[www.guinnesshermitage.co.uk](http://www.guinnesshermitage.co.uk)





**Translation services. This document is also available in other languages, large print, in Braille and on audio format on request.**

## Arabic

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

## Bengali

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

## 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.

## Polish

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

## Portuguese

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

## Punjabi

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

## 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.

## Spanish

Tenemos este documento en otras lenguas, en letra grande, braille y formato de audio y se puede solicitar en la oficina local.

## Tamil

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

## Turkish

Bu belge, yerel ofisinizin talebi üzerine, diğer dillerde, büyük yazılı olarak, kör alfabesiyle yazılmış şekliyle ve sesli olarak da temin edilebilir.