



# Complaints, Compliments, Comments and Compensation



# We welcome feedback from our customers

It helps us to see how well we are doing and to find ways of improving our service. If you have any comments or suggestions about how we can do something better, or if you have found something particularly good about our service and people, please let us know.

We also welcome complaints; they help us to learn more about our customers' needs and expectations and give us the chance to improve the services we offer.

# A. How to make a comment or pay a compliment

## You can make a comment or pay a compliment by:

- Visiting any Guinness South office and speaking to any member of staff.
- Writing to us or completing the feedback form in the centre of this leaflet (sections A and D) and sending it to the address at the top of the form.
- Telephoning our Help Desk on 03000 111 321.
- Emailing [gs.feedback@guinness.org.uk](mailto:gs.feedback@guinness.org.uk)
- Completing an online feedback form on our website [www.guinnesspartnership.com](http://www.guinnesspartnership.com)

## What will happen with my feedback?

Any compliment we receive will be forwarded to the relevant staff member/team. Where appropriate, good practice will be identified and shared with other Guinness South colleagues. If you make a comment about our service and would like a response, your comment will be forwarded to a relevant staff member for consideration. You will receive a written acknowledgement of your comment within two working days and a response within 10 working days.

**We are committed to providing you with an excellent service but we recognise there might be times when we don't get it right.**



## B. Making a complaint

Our complaints policy defines a complaint as:

“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.”

We will not normally investigate events that have occurred more than 12 months previously.

### **Who can make a complaint?**

Anyone receiving or affected by our services can complain to us, although we reserve the right to refuse to deal with complainants who persistently make unwarranted and unfounded complaints.

We are committed to taking all comments seriously and processing your complaints efficiently.

To ensure that Guinness South handles complaints efficiently and effectively we will:

- Make our complaints system accessible to all customers by enabling people to complain in a number of different ways.
- Provide help where necessary, including interpretation services, Braille and audio tapes.
- Encourage people to complain as soon as a problem occurs.
- Make sure customers know what standards of service they can expect.
- Offer mediation services, if appropriate, while the complaint is being investigated.

Once a complaint has been dealt with, that is not the end of the matter. Guinness South will then:

- Monitor, record and evaluate all complaints so we can develop our service in the way you want us to.
- Ensure customers are told what changes have been made as a result of their complaint.
- Gather feedback on our complaints service and use this information to improve how we handle complaints.
- Learn from complaints and use them to shape and improve our services, as well as identifying training needs for our staff.

**We want you to tell us how happy or unhappy you were with the way your complaint was handled so we can make any necessary changes. Your complaints are important to us and we want to work with you in helping to shape the services we offer in the future.**



# Complaints procedure and service standards

## Stage 1

### When you make a complaint

If we are unable to resolve your complaint straight away 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. The only exception will be when we have agreed an extension to this with you.
- 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.

# Customer feedback form

Please complete this form, filling in the appropriate sections, and return it to the address below:

**Guinness South**  
**Henshaw House**  
**851 Silbury Boulevard**  
**MK9 3JZ**

**Tel: 03000 111 321**  
**Fax: 01908 609 558**  
**Text Relay: 18001**

## Section A – Comments/compliments

Please give details of your comment/compliment\*  
(\*please delete as appropriate)

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Is there any action you would like us to take? Please specify.

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Do you wish to be contacted with a response to your feedback?

Yes     No



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

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

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**Section C – Compensation**

Which department/office have you been dealing with?

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Claim details (use a separate sheet if necessary). Please give all relevant dates, details of damage/loss including financial losses, evidence (for example photos of damage, receipts of expenditure, names of any members of staff you have dealt with)

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How much compensation are you claiming?

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Have you claimed for any damage from an insurance company?

Yes     No    If yes, please give their name and address:

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## **Section D – Your details**

Name

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Address

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Email

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Daytime tel no.

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Evening tel no.

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Signature

Date

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## Stage 3

### 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 working days of receiving your request and, if you wish to attend, at a date and location agreed with you.
- Hearing members will normally include members of the Guinness South Board and, wherever practical, will include a customer representative.
- A summary of your complaint will be shared with the hearing members.
- 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 can you 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.

# Have your say. How to complain to us.

## You can complain by:

- Visiting any Guinness South office and speaking to any member of staff.
- Writing to us or completing the feedback form in the centre of this leaflet (sections B and D) and sending it to the address at the top of the form.
- Telephoning our Help Desk on 03000 111 321.
- Email [gs.feedback@guinness.org.uk](mailto:gs.feedback@guinness.org.uk)
- Completing an online feedback form on our website [www.guinnesspartnership.com](http://www.guinnesspartnership.com)

## What if I need help making a complaint?

If you would like assistance when making a complaint, please contact our Help Desk on 03000 111 321. Alternatively, you could ask one of the following people to help you:

- A friend, carer or other representative such as residents' association or MP.
- Citizens Advice, by calling 08444 111 444 or visiting [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.



## Can't agree?

### Advice from independent mediators may help.

Independent mediation can be helpful in reaching a settlement when neither party can agree. Referral to independent mediation may be requested by either Guinness South or a complainant at any stage of our complaints procedure.

#### **The Housing Ombudsman Service**

If you feel you have exhausted our complaints procedure but remain dissatisfied, the Housing Ombudsman can review your case independently. The Housing Ombudsman will expect you to have followed all the stages of our complaints procedure as set out above. Contact details for the Housing Ombudsman are:

#### **Housing Ombudsman Service**

**81 Aldwych**

**London**

**WC2B 4HN**

**Freephone: 0300 111 3000**

**Fax: 0207 831 1942**

**Minicom: 0207 404 7092**

**Email:**

**[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**

## C. Compensation

Guinness South strives to deliver excellence in customer services, but sometimes we accept that we can fail to meet the level of service our customers expect. In these cases we are committed to putting things right. We will always say sorry and on occasions this may involve compensation or goodwill gestures or adjustment to service charges.

### **When you may be able to claim compensation**

If you are a customer of Guinness South and you have experienced a failure in service you may be able to claim compensation for things like:

- Failing to complete repairs within the timescale we've told you.
- Failure to keep appointments by our staff or contractors.
- Loss of estate services such as warden call systems, communal TV, door entry systems, lifts etc.
- Damage caused to your property as a result of our actions, or those of our contractors.
- Loss of facilities (such as heating and hot water).
- Other service failures and complaints.

Compensation may be paid for the examples given here providing certain conditions are met.

### **How to make a claim for compensation**

You should ensure that you make any claim for compensation as soon as you can, and no later than 21 days after the incident.

Compensation can be claimed by completing the form in the centre of this leaflet (sections C and D). You will need to complete the form fully and provide as much information as you can including any evidence that may support your claim, for instance copies of letters, photographs, receipts etc.

If you need any help completing the form, a member of staff will be happy to help.

Once we have received your form a member of staff will contact you to arrange a visit to discuss your claim and inspect any damage if applicable. In some instances we may refer the claim to our insurers.

We will acknowledge your claim in two working days, and aim to assess your claim within 10 working days once all the relevant information has been established.

### **If we agree to your claim**

You will receive a letter from us explaining what the compensation covers and in what form this will be paid. For instance, goodwill gestures may be in the form of vouchers, flowers or similar. Where the compensation is of a monetary value we will normally pay this direct to your bank account. If you are in rent or service charge arrears, we may use the compensation to offset these arrears; you can discuss this with the person dealing with your claim. If you are unhappy with

the settlement of your claim you can appeal by making a formal complaint.

### **If we don't accept your claim**

You can appeal by making a formal complaint. A member of staff will be happy to help you with this.

### **Learning from our mistakes**

We will monitor the claims we receive for compensation to learn how we can avoid similar mistakes in the future and improve the service we offer to our customers.



# 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، وطباعة كبيرة، وبطريقة برايل للمكفوفين، وبتنسيق صوتي وذلك عند الطلب من مكتبك المحلي.

## 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 duża 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 ਬੇਨਤੀ 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

Este documento está disponible en otros idiomas, imprenta grande, y en formato Braille o audio. Puede solicitarlo en la oficina de su localidad.

## Turkish

Bu belge, yerel ofisinizden talep edilmesi koşuluyla; başka dillerde, büyük puntuyla basılı olarak, Braille alfabesinde ve sesli formatta da mevcuttur.

## Urdu

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

### Also available



CD



Cassette



Large  
print



Different  
languages

## Guinness South

Henshaw House, 851 Silbury Boulevard, Central Milton Keynes, MK9 3JZ

**Tel:** 03000 111 321 **Fax:** 01908 609558 **Text Relay:** 18001

**Email:** [gs.mail@guinness.org.uk](mailto:gs.mail@guinness.org.uk)

**Website:** [www.guinnesspartnership.com](http://www.guinnesspartnership.com)