

Other contacts for help and assistance

The Housing Ombudsman Service

81 Aldwych, London WC2B 4HN

Tel: 020 7421 3800

Lo-Call: 0845 7125 973

Minicom: 020 7404 7092

Fax: 020 7831 1942

Email: info@housing-ombudsman.org.uk

Local Organisations

Citizens Advice Bureau

General contact

Tel: 0344 411 1444

South Hams

The Cottage

Follaton House, Plymouth Road

Totnes TQ9 5NE

Tel: 01803 862392

Teignbridge

36–38 Market Walk

Newton Abbot

Devon TQ12 2RX

Exeter

Dix's Field, Exeter EX1 1QA

Plymouth

2nd floor, Cobourg House

32 Mayflower Street

Plymouth PL1 1QX

If you feel we have not met the standards set out in this leaflet, or if you are dissatisfied with any aspect of our service, please let us know. We take your feedback very seriously.

Finally...

If, after moving through the stages of our Complaints Procedure the matter still remains unresolved you may contact the Housing Ombudsman Service. Contact details are given on the back page of this document.

You must make the complaint to the Housing Ombudsman within 12 months of reaching the end of the Association's complaints procedure. Please note it is unlikely that the Housing Ombudsman will consider your case until you have been through all the stages of the Association's complaints procedure. However, you may complain to the Housing Ombudsman if you think the Association is taking too long to deal with your complaint, or the procedures are too difficult or inadequate.



SOUTH DEVON RURAL
HOUSING ASSOCIATION LIMITED

South Devon Rural Housing Association Ltd
Registered Office: South Devon House
Babbage Road, Totnes TQ9 5JA

Tel: 01803 863550

E-mail: info@southdevonrural.com

Web site: www.southdevonrural.co.uk

We are open from 9.00 am to 5.00pm
Monday – Friday

An Exempt Charity. South Devon Rural Housing Association Limited is a registered society under the Cooperative and Community Benefit Societies Act 2014 and The Homes and Communities Agency No. LH0920.



How to make a Complaint



SOUTH DEVON RURAL
HOUSING ASSOCIATION LIMITED

How to Complain

Here at South Devon Rural Housing we pride ourselves on trying to get it right first time. We want to make sure every effort is made to meet or exceed customer requirements. However, we recognise that on occasions we may fall short of our customers' expectations.

We treat customer complaints positively because these help us to improve our services to customers. We aim to learn from our mistakes when we do get things wrong.

What counts as a complaint?

If our customers are not happy about any of the services we provide we encourage them to make a complaint so we can investigate the cause of dissatisfaction.

What should I do to make my complaint?

We prefer to receive complaints in writing. However, we will respond to complaints which are made verbally, by e-mail or by messages left on our out-of-hours answer service.

If you prefer, a member of staff can call at your home to take details of the complaint. Confidentiality will be maintained at all times, according to your wishes.

What happens next?

STAGE 1

Your complaint will be fully investigated by the most appropriate person. In the case of a complaint against a member of staff, that person's line manager will normally be the person who makes the initial investigation.

We aim to provide you with a full written response within 14 days. However, if the complaint is particularly complex and it is likely to take more than 14 days, we will write to you giving reasons for the delay and provide you with an estimate of how long we need to deal with your complaint. In any event we will seek to respond within a maximum of 28 days.

What can I do if I am not happy with the outcome?

STAGE 2

You can escalate your complaint to Stage 2 of our complaints procedure. Your complaint will be dealt with by the Operations Director. You should write to the Operations Director giving reasons why you wish to escalate your complaint.

The Operations Director will investigate your complaint and respond fully in writing within 14 days. Any delays will be dealt with as at stage 1 above.



What can I do if I am not happy with the outcome?

STAGE 3

You can escalate your complaint to Stage 3 of our complaints procedure. Your complaint will be dealt with by the Chief Executive. You should write to the Chief Executive giving reasons why you wish to escalate your complaint.

The Chief Executive will investigate your complaint and respond fully in writing within 14 days. Any delays will be dealt with as at stage 2 above.

If you are not happy with the Chief Executive's response you can ask the Chief Executive to refer your complaint to the Appeal Panel. The Appeal Panel will be made up of at least three members of the Board of Management. If you wish to attend the Appeal Panel meeting you can, and you can bring a friend. The Appeal Panel will meet to consider your appeal and you will be informed of their findings in writing within 14 days.

Tenant contacts a designated person

If the landlord cannot put things right, the next step is to contact an MP, a local councillor or tenant panel - these are the three types of designated person.

Designated persons are there to help to resolve disputes between tenants and their landlords. They can do this in whatever way they think is most likely to work.

If the designated person cannot help they can refer a complaint to the Ombudsman.

Complaints to the Ombudsman do not have to be referred by a designated person, but if they are not there must be at least 8 weeks from the end of the landlord's complaint process before the Ombudsman can consider the case.