

How do I make a complaint?



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How do I make a complaint?

At Stafford and Rural Homes we are committed to providing all our customers with the best possible service. We aim to get things right first time, but we know that sometimes we get things wrong. When this happens we want to know so we can put it right.

What is a complaint?

You can complain if you think:

- We failed to do something we should have done
- We did something wrong, or to a poor standard
- We have been unhelpful in dealing with a request from you

Who can complain?

Our complaints procedure is open to everyone who receives or asks for a service from us, or from anyone acting on their behalf.

You can make a complaint if you are:

- A tenant or leaseholder of ours
- Applying for housing with us
- Any other person or organisation affected badly by our service

What is the difference between a complaint and a request for service?

If you contact us to ask for a repair to be carried out, it is a **request** for a service (a repair). However, if we then don't carry out the repair when we said we would, or if the standard of work is poor, it becomes a **complaint**.

How to make a complaint

You can make a complaint by:

- Speaking to one of our staff at our offices or shops
- Phoning us on 0800 111 4554
- Writing to us
- Completing the form attached to this leaflet
- Completing the 'Have Your Say' form on our website (follow the link from the purple door 'Getting Involved')

Stage 1 – How do we deal with complaints?

When you first contact us to make a complaint in most cases we will try to deal with it immediately. If this is not possible we will look into the complaint and contact you in a way that suits you, within 5 working days. If you have phoned us or provided a phone number you may prefer us to phone you back. Or we will write to you or email you. This will be done by someone from the team who deliver the service you are complaining about.

Stage 2 – What if I am not satisfied?

If you are not satisfied with the way that we have dealt with your complaint please tell us and say why you remain dissatisfied. We will then progress the complaint to Stage 2. You will receive an acknowledgement within 2 working days of us receiving the complaint. A manager who was not involved in the first response to you will investigate the complaint and send a reply to you within 10 working days.

Stage 3

Once you have received our reply, if you remain dissatisfied please tell us within four weeks, giving details of why you remain dissatisfied and what further action you would like us to take. A Director of Stafford and Rural Homes will then review your case. We will send a full reply to you within 10 working days.

Stage 4 – Appeal

If you remain dissatisfied with the way your complaint has been dealt with you can appeal by writing to the Chief executive. Your appeal will be heard by a panel of three (the Chief Executive and two board members, at least one of whom will be a tenant board member). We will tell you who will be on the panel and you will be invited to attend a hearing if you wish, and / or provide any additional information about your case. We will aim to hold the panel hearing within 20 working days and notify you of the outcome within 5 working days of the hearing.

The Independent Housing Ombudsman

If you are still not satisfied after all 4 steps of our complaints procedure have been followed, and if you are a tenant or leaseholder of Stafford and Rural Homes, you have the right to take your complaint to the Independent Housing Ombudsman at 81 Aldwych, London, WC2B 4HN. We can provide you with a leaflet that sets out more information about the Ombudsman, or you can download it from the website www.ihos.org.uk



The “How Do I Make a Complaint” leaflet is available in alternative formats by telephoning us on 0800 111 4554. All of our policies and leaflets are available on our website at www.sarh.co.uk.

call us on

0800 111 4554

e-mail us at

enquiries@sarh.co.uk

write to

The Rurals,
1 Parker Court,
Dyson Way,
Staffordshire Technology Park,
Beaconside,
Stafford, ST18 0WP





Formal Complaint Form

Please detach this form by cutting along the dotted line and return it to us at the address shown.

Section 1

Your name:

Your address:

Your contact no:

Your e-mail:

Are you a:

- | | |
|--|---|
| <input type="checkbox"/> Tenant | <input type="checkbox"/> Staff Member |
| <input type="checkbox"/> Leaseholder | <input type="checkbox"/> Ward Councillor |
| <input type="checkbox"/> Housing Applicant | <input type="checkbox"/> Member of Parliament |
| <input type="checkbox"/> Partner Organisation | <input type="checkbox"/> Private Owner |
| <input type="checkbox"/> Other (please specify): | <hr/> |

Are you contacting us on behalf of someone else?

- Yes No

If you answered 'Yes' please complete section 2, otherwise please continue to section 3.

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Section 2

Their name: _____

Their address: _____

Their contact no: _____

Their e-mail: _____

Are they a:

- | | |
|--|---|
| <input type="checkbox"/> Tenant | <input type="checkbox"/> Staff Member |
| <input type="checkbox"/> Leaseholder | <input type="checkbox"/> Ward Councillor |
| <input type="checkbox"/> Housing Applicant | <input type="checkbox"/> Member of Parliament |
| <input type="checkbox"/> Partner Organisation | <input type="checkbox"/> Private Owner |
| <input type="checkbox"/> Other (please specify): _____ | |

Section 3

Have you contacted Stafford and Rural Homes regarding this issue previously?

- Yes No

If 'Yes', who did you deal with? _____

Please give full details of your complaint:



What would you like to happen as a result of your contact with Stafford and Rural Homes?



Fair Service Monitoring

The information provided in the questionnaire that follows is strictly confidential. The information will be held on computer by Stafford and Rural Homes and used to ensure that customers receive a fair service.

If you feel uncomfortable about answering a question you have the option of leaving it blank. If you do not want to answer any questions in the fair service section please tick this box

Disability

Do you have a long-term disability (over 6 months) that prevents you from carrying out normal day to day activities?

	You	Your Partner
Yes	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>
If Yes , is your disability (please tick)		
Sight loss	<input type="checkbox"/>	<input type="checkbox"/>
Mobility problems	<input type="checkbox"/>	<input type="checkbox"/>
Blind	<input type="checkbox"/>	<input type="checkbox"/>
Hearing Loss	<input type="checkbox"/>	<input type="checkbox"/>
Wheelchair user /mobility scooter user– outdoor only	<input type="checkbox"/>	<input type="checkbox"/>
Wheelchair user/ mobility scooter user – indoor and outdoor	<input type="checkbox"/>	<input type="checkbox"/>

Disability continued...

- | | | |
|-------------------------|--------------------------|--------------------------|
| Deaf | <input type="checkbox"/> | <input type="checkbox"/> |
| Substance misuse | <input type="checkbox"/> | <input type="checkbox"/> |
| Deaf and without speech | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental health issues | <input type="checkbox"/> | <input type="checkbox"/> |
| Learning difficulties | <input type="checkbox"/> | <input type="checkbox"/> |
| Chronic illness | <input type="checkbox"/> | <input type="checkbox"/> |
| Dyslexia | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please indicate)

<input type="text"/>	<input type="text"/>
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I prefer not to answer

<input type="checkbox"/>	<input type="checkbox"/>
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Your background

Please tell us your ethnic background by ticking the appropriate box from sections A to E below.

- | | You | Your Partner |
|---------------------------|--------------------------|--------------------------|
| A. White | | |
| British | <input type="checkbox"/> | <input type="checkbox"/> |
| Irish | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Mixed | | |
| White and Asian | <input type="checkbox"/> | <input type="checkbox"/> |
| White and Black African | <input type="checkbox"/> | <input type="checkbox"/> |
| White and Black Caribbean | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> |
| Asian or Asian British | | |
| Indian | <input type="checkbox"/> | <input type="checkbox"/> |
| Pakistani | <input type="checkbox"/> | <input type="checkbox"/> |
| Bangladeshi | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> |

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Your background continued...

D. Black or Black British

- | | | |
|-----------|--------------------------|--------------------------|
| African | <input type="checkbox"/> | <input type="checkbox"/> |
| Caribbean | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> |

E. Chinese or other ethnic group

Chinese	<input type="checkbox"/>	<input type="checkbox"/>
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Other	<input type="checkbox"/>	<input type="checkbox"/>
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I prefer not to answer	<input type="checkbox"/>	<input type="checkbox"/>
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Religion

Please tell us your religion by ticking the appropriate box.

	You	Your Partner
None	<input type="checkbox"/>	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>	<input type="checkbox"/>
Muslim	<input type="checkbox"/>	<input type="checkbox"/>
Sikh	<input type="checkbox"/>	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	<input type="checkbox"/>
Christian	<input type="checkbox"/>	<input type="checkbox"/>
Other (please indicate)	<input type="text"/>	<input type="text"/>
I prefer not to answer	<input type="checkbox"/>	<input type="checkbox"/>

Special requirements

Do you need information provided in any of the following ways:

- | | You | Your Partner |
|-------------|--------------------------|--------------------------|
| Large print | <input type="checkbox"/> | <input type="checkbox"/> |
| Audio tape | <input type="checkbox"/> | <input type="checkbox"/> |
| Audio CD | <input type="checkbox"/> | <input type="checkbox"/> |

Do you have any other special requirements e.g. dietary?
(Please indicate)

Gender

Please tick the correct box:

- | | You | Your Partner |
|------------------------------|--------------------------|--------------------------|
| Female | <input type="checkbox"/> | <input type="checkbox"/> |
| Male | <input type="checkbox"/> | <input type="checkbox"/> |
| Transgender (Male to Female) | <input type="checkbox"/> | <input type="checkbox"/> |
| Transgender (Female to Male) | <input type="checkbox"/> | <input type="checkbox"/> |
| I prefer not to answer | <input type="checkbox"/> | <input type="checkbox"/> |

Sexuality

Please tick the correct box:

- | | You | Your Partner |
|------------------------|--------------------------|--------------------------|
| Heterosexual | <input type="checkbox"/> | <input type="checkbox"/> |
| Bi-Sexual | <input type="checkbox"/> | <input type="checkbox"/> |
| Gay man | <input type="checkbox"/> | <input type="checkbox"/> |
| Gay woman | <input type="checkbox"/> | <input type="checkbox"/> |
| I prefer not to answer | <input type="checkbox"/> | <input type="checkbox"/> |

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Language

If English is not your first language please specify the language that you use

Person 1

Person 2

Use of my Personal information

I understand that Stafford and Rural Homes are committed to ensuring that all customers receive a fair service.

I am content for Stafford and Rural Homes to:

- Store my personal information on its systems and use it to deliver any services to me; and
- Disclose relevant parts of my personal information to those organisations it works with, only where it is necessary for the services I need or want, or where required to disclose by law.

You

Your Partner

Signed: _____

Date: ____/____/____

____/____/____