

CORNWALL HOUSING



Complaints, Compliments, and Feedback

Easy Read Version

CORNWALL HOUSING



A CORNWALL
COUNCIL COMPANY



cornwallhousing.org.uk



Complaints, Compliments, and Feedback



At Cornwall Housing, our customers are the heart of our work. We want to make sure you are happy with our service.



We try hard to make sure you get the right services, at the right time, at the right place.
But we also understand there are times when you may not be satisfied with our services.



If you are not happy, we want to know about it straight away so that we can try to fix the problem fast.



We are here to listen and learn. Your feedback will help us make our services better.



This Easy Read leaflet will show you how to make a complaint, leave a compliment, or give feedback.

Ways to Make a Complaint



The fastest way to make a complaint is to call and speak to a member of our team. We will try to fix the problem straight away or will let you know what other steps you can take.



Here is our phone number:

0300 1234 161



You can also contact us online by filling out our complaints form on the "make a complaint" page of our website.

We will get in touch to discuss your complaint and what we can do to help.



Here is the Webpage:

www.cornwallhousing.org.uk/about-us/comments-compliments-and-complaints/



You can also email us. Here is our email address:

cornwallhousingcomplaints@cornwallhousing.org.uk



You can also send a written letter to us by post.

Here is our address:

Cornwall Housing Ltd.
Chy Trevail
Beacon Technology Park
Bodmin
Cornwall
PL31 2FR



Other ways you can make a complaint are:

- Directly to any of our employees.
- In person at our offices.
- Through someone acting on your behalf, with permission.
- Through a local MP or Councillor.

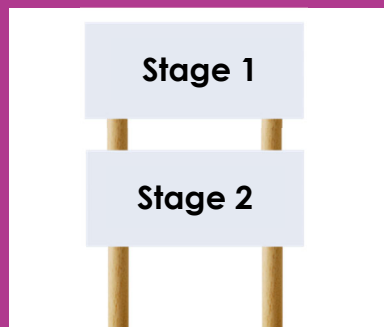


After you make the complaint, we will get into contact with you. We want to make sure that we help you fix the problem(s) as fast as we can.

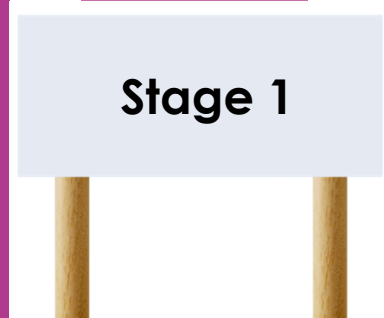


Where we can, we will work together with you to get you an answer or fix the problem.

The 2-Stage Fix:

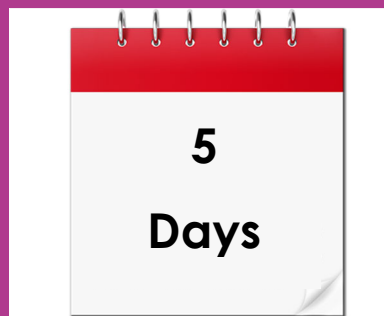


If we cannot solve the problem straight away, it will go into this 2-stage fix:



Stage 1

When we get a complaint we will:



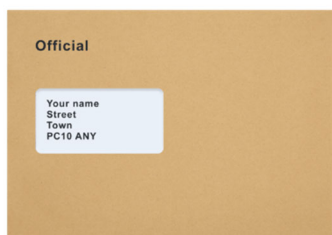
- Accept the complaint within 5 working days.
- Let you know who will be helping you to fix it.



- Confirm with you what your complaint is about.
- Ask you what result you are looking for.



- Call you to talk through the complaint and how it may be fixed.



- We will write to you within 10 working days from when the complaint is accepted.
- If we need more time, we will let you know and aim to answer you within a further 10 working days.

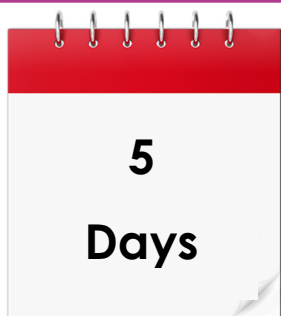


- We will ask you for as much information as possible to help us deal with your complaint.
- Only new information about a complaint that has already been made can be added at a later date.

Stage 2

Stage 2:

If the problem is not fixed it will progress to stage 2. We will:



- Accept the complaint within 5 working days.
- Let you know who will review your complaint.



- Confirm with you what the complaint is about. You do not have to tell us your reasons if you do not want to.
- Ask you what result you are looking for.



- Call you to see why your complaint was not fixed at Stage 1 and what we can do to fix it now.



- Write to you within 20 working days of when we accept the complaint.
- If we need more time, we will aim to answer you within a further 10 working days.



Our Written Answer



We will answer all Stage 1 and Stage 2 complaints in writing. Our written response will:

Stage 1

Or

Stage 2

- Tell you the stage the complaint is at.



- Tell you what we did about the complaint.



- Explain why we made the choices we did.



- Explain the details of any options we offer to fix the problem, including how it will affect you and how we want to put things right.



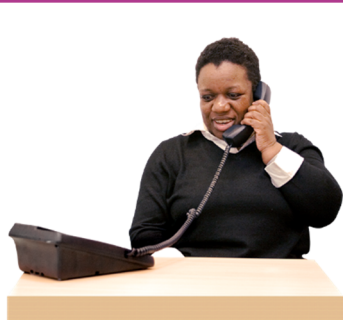
- Tell you any actions that need doing and when they need to be done.



Ombudsman

- Clearly tell you where to go if you are still not happy. We will give you contact details for the Housing Ombudsman Service.

What If I Am Not Happy With the Result?



If you are still not happy and feel that your complaint was not fixed by us, you can go directly to the **Housing Ombudsman**.



Ombudsman

The **Housing Ombudsman** is a person in government who can help you with your complaint at any point, even after we have tried to fix it. They will help find the best way to fix your complaint.



Here are the contact details for the Housing Ombudsman:

Website:

www.housing-ombudsman.org.uk

Email:

info@housing-ombudsman.org.uk

Phone:

0300 111 3000

Address:

PO Box 1484

Unit D

Preston PR2 0ET

Tell Us When Things Have Gone Well



It is good to hear when:

- We have delivered excellent service.
- You have had a positive experience.
- You just want to leave us a general comment.



Tell us what you think in the same way as reporting a complaint, except you can use our compliments form instead.

Here is the link:

<https://www.cornwallhousing.org.uk/about-us/comments-compliments-and-complaints>



Please include as much information as you can, so it can be passed to the right member of the team.



Contact Us



You can email us at this address:

info@cornwallhousing.org.uk



You can also write a letter and send it to us. Here is our postal address:

Cornwall Housing
Chy Trevail
Beacon Technology Park
Bodmin

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