

CORNWALL HOUSING

Complaints, Compliments and Feedback

Everything you
need to know



A CORNWALL
COUNCIL COMPANY

cornwallhousing.org.uk

Complaints, compliments and feedback

At Cornwall Housing, our customers are at the heart of what we do and we are committed to delivering a high-quality service.

We try hard to provide the right services, at the right time and the right place. But we also understand that there are times when you might not be satisfied. If you're not happy - we want to know about it straight away so that we can resolve things quickly for you. We are here to listen and learn and welcome your feedback, which helps us to develop and improve services for you. It's important to tell us when things go right or when they go wrong so we can continue to improve our service to you.

How to make a complaint?

The quickest way to resolve an issue is often a phone call to speak to one of our customer service advisors. Whenever possible we'll resolve the issue straight away, if we are unable to do this to your satisfaction, we'll let you know the next steps to get your issue resolved. If you would prefer to contact us online just fill in the online complaints form on the 'make a complaint' page and we'll be in touch to discuss the complaint and what we'll do.

Other ways to make a complaint

- By telephone: **0300 1234 161**
- By email: **cornwallhousingcomplaints@cornwallhousing.org.uk**
- Completing our online webform: **<https://www.cornwallhousing.org.uk/about-us/comments-compliments-and-complaints/>**
- In writing to our offices:
Cornwall Housing Ltd
Chy Trevail
Beacon Technology Park
Bodmin
Cornwall
PL31 2FR
- Directly to any of our employees
- In person when visiting our offices
- Through an advocate or representative on your behalf, with permission
- Through a local MP or councillor

What happens after I make a complaint?

We want to resolve your issue as quickly as possible and where appropriate we'll work with you to provide a response or to put it right.



If we are unable to resolve your issue straight away, it will go into the following formal two-stage procedure:

Stage 1

When receiving a complaint we will:



acknowledge within 5 working days and let you know who will investigate your complaint



confirm with you what your complaint is about and the outcome you are looking for



call you to talk through the complaint and how it can be resolved



we will write to you within 10 working days of the complaint acknowledgement. If we need more time, we will let you know and aim to respond to 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 relating to the issues already raised can be added to the complaint at a later date.

If you remain dissatisfied after receiving your Stage 1 complaint response, you can ask for your complaint to be escalated to Stage 2 up to 12 months after receiving the stage 1 response. We ask that residents provide reasons for escalating their complaint but this is not compulsory.

Stage 2

Once a stage 2 has been accepted we will:



acknowledge within 5 working days and let you know who will review your complaint



confirm with you what the complaint is about and the outcome you are looking for



we will call you to see why your complaint was not resolved at Stage 1 and what we can do to resolve it



we will write to you within 20 working days of the complaint acknowledgement. If we need more time, we will let you know, and aim to respond to you within a further 10 working days

We will respond to all Stage 1 and Stage 2 complaints in writing. Our written responses will:

- Identify the complaint stage
- State the outcome of the complaint
- Outline the reasons for any decisions made
- List the details of any remedy offered, which will reflect the impact on you as a result of the fault identified and aim to put things right, as well as make sure you are not 'out of pocket' or left in a worse position as a result of CHL action or inaction
- Identify any outstanding actions, with timescales
- Give clear guidance on how to escalate the matter if you remain dissatisfied and include contact details for the Housing Ombudsman Service

What if I'm unhappy with the outcome?

If you've gone through our complaints process and are still unhappy and your complaint is not resolved by us you can also go directly to the Housing Ombudsman. They can assist residents throughout the life of a complaint and not just at the point where you have been through our process to encourage earlier and more effective complaint resolution. The Housing Ombudsman contact details are:

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's good to hear about when we've delivered excellent service, you've had a positive experience that you want to share or you just want to give us a general comment.

Tell us what you think in the same way as reporting a complaint, except you can use the compliments form on **<https://www.cornwallhousing.org.uk/about-us/comments-compliments-and-complaints/>**. Please include as much information as possible, so it can be passed on to the correct member of the team.

Contact us

By emailing: **info@cornwallhousing.org.uk**

By letter, to: **Cornwall Housing
Chy Trevail
Beacon Technology Park
Bodmin
PL31 2FR**

By calling: **0300 1234 161**



Alternative formats

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If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact: -

Mar mynnowgh hwi kavos an kedhlow ma war son-sidi, sonsnod, yn Braille, prynt bras, furvas aral po styrys yn taves dres Sowsnek, kesteveugh mar pleg:-

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