

Complaints, comments and compliments



We are committed to providing the highest standard of service to our customers. We can only achieve this by listening and responding to your needs.

If things go wrong we want to hear from you so we can learn from our mistakes.

We aim to:

- resolve complaints at the first point of contact
- act upon a complaint with a consistent and fair approach
- clearly explain our policies
- create equal access to Ribble Valley Homes' services
- ensure complaints are dealt with efficiently
- highlight positive feedback
- listen to our customers and use the information to improve services
- enable all our customers to express a view on our service

Steps for making a complaint

Contact an RVH staff member by any of the following methods:

- in person
- by telephone
- in writing (you can use the form attached to this leaflet)
- by visiting the office
- through an authorised 3rd party (e.g. family friend, relative or citizens advice worker)
- via our website: www.ribbonvalleyhomes.org.uk

Our address is:

Ribble Valley Homes
44 York Street, Clitheroe BB7 2DL

Useful numbers

Ribble Valley Homes

King Lane, Clitheroe 0800 111 4448

Property Services 01200 421230

Ribble Valley Borough Council

..... 01200 425111

Citizens Advice Bureau

Parson Lane, Clitheroe..... 01200 428966

Resident Involvement

At Ribble Valley Homes we are committed to making sure our residents are given a variety of ways to get involved and have a say in how we do things. It is not all about coming to meetings as there are other opportunities available to suit you - even from the comfort of your own home.

For more information on getting involved please contact Stephen Fell (Housing Services Manager) on 01200 421224 or stop by our office at King Lane and speak to a member of the Housing Services Team.

If you need this handbook in Braille, large print or on audio tape, or in a language other than English please contact Ribble Valley Homes on **0800 111 4448** or alternatively, call into the shop at Unit 2, King Lane, Clitheroe

ARABIC

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

MANDARIN

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

HINDI

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

SOMALI

Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.

URDU

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

POLISH

Jeżeli chciałby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

KURDISH

ئەگەر دەتەوی ئەم بەلگەبەت بە زمانیکی که یا بە فۆرمیکی که هەبێ، یا پێیوستت بە مۆتەرجم هەبێ، تکایە پەيوەندیمان پێوه بکە

FRENCH

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Language:

Name:

Address:

Tel: