We deal with customer complaints in two ways:

ON THE SPOT

Please speak to any RVH member of staff or department. We are keen to listen to your concerns or suggestions and will try to resolve your complaint there and then.

Our Targets

We aim to resolve your initial complaint on the spot, however if we need to make further enquiries we will aim to respond to you within 3 working days. Comment cards are available to help collect this information. You can get one from our reception or a member of staff.

If we provide a service to you and you are unhappy with our response you can formally complain.

COMPLAINT INITIAL STAGE	
PERSON RESPONSIBLE	RESPONSE TARGET
RVH staff member	3 working days

FORMALLY

To help us deal with your complaint efficiently we ask you to explain why you feel it has not been dealt with properly and what you think we can do to resolve the situation.

There are certain complaints we handle differently e.g. allocations or compensation. We will tell you if this is the case.

Our Targets

To enable us to investigate your formal complaint we have various stages to help resolve your problem. The table on page 3 shows you who is responsible and how long they should take to contact you.

We hope to deal with your complaint as soon as possible and aim to resolve 100% of complaints.

COMPLAINT STAGE ONE – FORMAL	
PERSON RESPONSIBLE	RESPONSE TARGET
Manager responsible for the service	10 working days

COMPLAINT STAGE TWO – FORMAL	
PERSON RESPONSIBLE	RESPONSE TARGET
Director or Senior Manager	10 working days

COMPLAINT STAGE THREE – FINAL	
PERSON RESPONSIBLE	RESPONSE TARGET
Managing Director or panel of 3 members (RVH personnel and Board members)	As soon as is practical. Aims to make a decision within 15 working days

What if you are unhappy with our stage 3 response?

If we are unable to resolve your formal complaint at stage 3 you can appeal to the Housing Ombudsman:

Ombudsman Service
Norman House, 105-109 Strand, London, WC2R 0AA

Tel: 020 7836 3630 Lo-Call: 0845 7125 973
Fax: 020 7836 3900 Minicom: 020 7240 6776

Email: ombudsman@ihos.org.uk

Making a complaint is not always easy, but we want to make it clear and as simple as possible. When your complaint has been dealt with we may contact you in the future to get your feedback on how we handled it.

We reserve the right to refuse to deal with a complaint, or deal with it differently, if it is pursued unreasonably or if the circumstances otherwise merit.

If you have any further queries or comments about the way we deal with complaints please contact our Housing Services Manager on 01200 421224.

Ribble Valley HOMES

Complaints, comments and compliments form

Name:. . . . . .

Address: . . . . . .

. . . . . .

Tel: . . . . . .

Today's date:. . . . . .

Have you spoken to a member of staff or RVH representative?

Yes ☐ No ☐

If yes, please give their name: . . . . . .

Please give brief details of your complaint/comment/compliment:

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Equal Opportunities

1) To which of the following groups do you consider you belong (please tick relevant box)?

- ☐ **White**
- ☐ British
- ☐ Irish
- ☐ Any other white background
- ☐ **Black or Black British**
- ☐ Caribbean
- ☐ African
- ☐ Any other black background
- ☐ **Mixed**
- ☐ White and black caribbean
- ☐ White and black african
- ☐ White and asian
- ☐ Any other mixed background
- ☐ **Asian or Asian British**
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Any other asian background
- ☐ **Chinese**
- ☐ **Other**

Please state:

2) Would you consider yourself to have any support needs, ie due to disability or illness? Yes ☐ No ☐

Details:

3) Which age band do you fall into?

☐ 16-24 ☐ 25-34
☐ 35-44 ☐ 45-54
☐ 55-59 ☐ 60-64
☐ 65-74 ☐ 75+