

Customer's Guide to Compliments and Complaints



Compliment

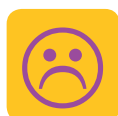


Although delivering excellent customer service is what we set out to do, it is always nice to hear about it from our customers.

If you are happy with our services and want to tell us you can do this by:

- Completing the interactive form on our website at **www.wdh.co.uk/ContactUs**
- Phoning OneCALL on **0345 8 507 507**; or

Complaint



We are sorry if you are not happy with the service you have received from us or the way we have handled your enquiry. This guide will help to explain our complaints process and tell you how you can have your say.

What is a complaint?

Examples of complaints.

- Where we have failed to provide the level of service you could have reasonably expected from us.
- The length of time we have taken or our failure to provide the service or information you needed.
- Where we have failed to follow or correctly apply our approved policies or procedures.
- Where we have given you inaccurate, incomplete or incorrect information.

What is not covered by our complaints process?

Some types of requests are not covered by our complaints process and these include the following.

- A request for a service or a repair.
- A general enquiry about our services.
- Reports of neighbour nuisance or antisocial behaviour.
- Complaints about services which are not provided by us.
- Requests for compensation.

If your complaint is about something that cannot be resolved by the complaints process we will explain why and tell you what you can do next.

How will we deal with your complaint?

There are clear stages throughout our complaints process:

Informal Complaints

- We will aim to put things right as quickly as possible, to get the best resolution for everyone.
- Your complaint will be investigated and if you are satisfied with the outcome, the case will be closed.
- If you believe we have failed to answer your complaint, tell us why and we will enter the complaint at Stage 1 of our formal complaints process.

Stage 1 Complaint Investigation

- This will involve an investigation by the relevant service manager.
- Details of your complaint will be logged and you will receive a written response to your complaint within 10 working days.
- If you believe we have failed to answer your complaint, you can tell us why by contacting Customer Relations. We will then consider your request to progress to Stage 2 of our complaints process.

Stage 2 Independent Investigation

- On receipt of your request to escalate we may need to contact you or make arrangements to meet with you to discuss your complaint in further detail. Once this has happened we will acknowledge your complaint and begin our investigation.
- You will receive a written response to your complaint within 15 working days from acknowledgment of your complaint.
- If you believe we have failed to answer your complaint, you can tell us why by contacting Customer Relations. We will then consider your request to progress to Stage 3 of our complaints process.

Customer Relations

Merefield House
Whistler Drive
Castleford
WF10 5HX

Phone: 01977 724662

Email: customerrelations@wdh.co.uk

Stage 3 Complaint Appeal Panel

- Your request to escalate to Stage 3 will be considered and we will let you know how your complaint will progress.
- We will decide the most appropriate way of progressing your complaint and we may choose to offer you an alternative resolution.
- If your complaint is referred to a Complaint Appeal Panel we will contact you to arrange a date for the panel hearing, and give you information to help you through the process.
- The panel hearing will be held within 30 days of the date your request is acknowledged.
- Following a Complaint Appeal Panel hearing you will receive a final written response within seven days, which will also give you information about the Housing Ombudsman Service.

At all stages, if more time is required to deal with your complaint, we will explain why and give you a date for a final response.

If you believe we have not adequately addressed your complaint and you have completed our complaints process you can refer your complaint to The Housing Ombudsman Service.

Contact details for the Independent Housing Ombudsman Service are:

Housing Ombudsman Service
P O Box 152
Liverpool
L33 7WQ

Phone: **0300 111 3000**

Email:
info@housing-ombudsman.org.uk

Website:
www.housing-ombudsman.org.uk

How can you contact us?



Complete the form on our website at
www.wdh.co.uk/ContactUs



Email **onecall@wdh.co.uk**



Phone OneCALL on **0345 8 507 507**



Visit a **WDH SAP**



Write to us at
OneCALL,
Merefield House,
Whistler Drive,
Castleford,
WF10 5HX

We are committed to providing equal access to information. If you would like this information in another format, please phone us on 0345 8 507 507.