



How to make a complaint

HCHA works hard to make sure our tenants receive a good quality service. However, we recognise that sometimes you may wish to complain. Where this happens, we will always aim to resolve complaints quickly, fairly and efficiently.

HCHA considers a complaint to mean:
An expression of dissatisfaction, caused through our failure to achieve a specified level of service or to address a particular issue that we are responsible for. This can relate to the standard of service or accommodation; a product supplied by us; or the behaviour, actions or lack of action by the organisation, our staff, or people working on our behalf.

Our complaints policy is available online at www.hcha.org.uk/complaints-compliments and in our head office and sheltered schemes.

Our complaints policy is supported by a **four stage procedure** outlined in this leaflet.



How do I complain?

We try to make it as easy as possible to complain. You can do this by:

- speaking to any member of our staff
- calling our Head Office on 020 8424 2776 between 9am and 5pm Monday to Friday.
- writing a letter to our Head Office at Ewart House, 9 Richards Close, Harrow, Middx, HA1 2BE. You can post it or give it to any HCHA staff member.
- filling out a complaints form and popping it into the box in one of our housing schemes
- emailing info@hcha.org.uk

If you need support to be able to complain we are happy to help. We will also accept complaints made by an individual or organisation acting on your behalf, providing they have your consent to do so.



2 Dear Sir,
I would like to
complain about, ...

How complaints work

Stage 1

Your complaint is considered by the staff responsible for your service, they will investigate and respond to you within 5 working days of receiving the complaint.

We expect all staff dealing with complaints at **Stage 1** to look for a simple, first time resolution and to deal with it over the phone or in person where possible.

Our staff member will acknowledge receipt of every complaint within 2 working days. They do not have to write a letter to do this but if they email, phone or speak to you in person they will record the acknowledgement and what they did about your complaint.

If you are not happy with the response to your complaint, you can take it to Stage 2. You must inform us that you are unhappy within 30 days of the original response to your complaint.

Stage 2

Stage 2 complaints are looked at by a more senior manager. Our staff must acknowledge receipt of a Stage 2 complaint within 2 working days.

The senior manager will check what happened with your Stage 1 complaint, and will respond to you within 10 working days.

If you are not happy with the response to your complaint, at Stage 2 you can request that we look at it again if it meets the criteria for a Stage 3 complaint. You must do so within 20 days of receiving the Stage 2 letter or response.



Stage 3

In order for us to consider a complaint to be escalated to **Stage 3**, you must give a reason why you think that the decision at Stage 2 was incorrect, unfair, or unreasonable, or that our actions or decisions were outside of HCHA policy.

A member of the senior management team will investigate all Stage 3 complaints.

A letter explaining who is investigating and the expected date that you will receive a response will be sent to you within 5 working days.

If you are not happy with the response you may request that we consider it to be a Stage 4 complaint. If you wish to do this you must ask us within 14 days of receiving the response to your Stage 3 complaint.

Stage 4

Stage 4 is where someone expresses dissatisfaction with the outcome of Stage 3 and requests an independent review by a review panel. You must tell us that you wish to do this within 14 days of receiving the response to your Stage 3 complaint. The decision about whether or not your complaint can be taken forward to Stage 4 is always taken by the Chief Executive and is final.

The Chief Executive will write to you within 10 working days to confirm if an Independent Panel Review is to go ahead and to give you more details.

The Housing Ombudsman Service

If you are not happy with how we have dealt with your complaint, and you would still like to complain about how we manage our housing then you may be able to take the matter up with the Housing Ombudsman Service:

81 Aldwych, London, WC2B 4HN.

Telephone: 0300 111 3000;

Email: info@housing-ombudsman.org.uk

HCHA, Ewart House, Ground Floor, 9 Richards Close, Harrow, Middx, HA1 2BE
Telephone: 020 8424 2776
Email: info@hcha.org.uk

