

calico

Have your say

Informacja w języku polskim pod numerem 0800169 2407

অনুবন্ধ সাপেক্ষে অনুবাদে ব্যবস্থা করা হয়। ব্রি ফোন নাম্বার ০৮০০১৬৯ ২৪০৭

مانگنے پڑا کیلینز آر سٹیپ ہے۔ مفت کیلیون نمبر: 0800 169 2407

ستاسو په درخواست بلاندې په ترجمه هم فراهم کولای شی: مفت فون: 0800 169 2407

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Compliments

If you're happy with something we've done, we'd like to know.



Suggestions and comments

If you've thought of something new we could try, we'll welcome your suggestion. You could even win a reward!



Complaints

If you're unhappy with us, we want to put things right as quickly as possible.

Get in touch

Your views are important to us and we treat them seriously. Whether you're pleased with work we've completed, or unhappy about one of our services, your opinions are always welcome, and can help to improve our services in the long run.

You can get in touch however you like:

- **Phone** – 0800 169 2407 or 01282 686 300
- **Email** – contact@calico.org.uk
- **Complete the feedback form attached or online at** www.calico.org.uk/contact
- **Visit our social media sites** – facebook.com/calicohomesandenterprise and twitter.com/Calico_Group

Whenever you get in touch with us, you should expect the following:

- We will acknowledge your contact within three working days*.
- We will respond fully within 10 working days*, at which point most complaints should be resolved.

**Please be aware that 'working days' do not refer to weekends or holidays.*



Complaints

If we've done something you're not happy with, we need to know about it so we can fix things as soon as possible.

Our complaints procedure is in four stages, depending on how far you wish you take it.

Whatever stage your complaint reaches, we will always respond to you in your preferred approach, whether over the phone, in writing or in an email.

If you feel that a face to face discussion would be more helpful, please ask the manager dealing with the complaint.



Stage 1

Your initial complaint will be considered by the relevant department. You should receive a response within 10 working days.

Compensation

There are occasions where you might be entitled to compensation from Calico.

Compensation can either be given as a gesture of goodwill, such as flowers or a letter of apology, or as a financial reimbursement.

For more information, please call **0800 169 2407** or **01282 686 300**

Stage 2

If you are not satisfied with our original decision, you have the right to appeal. You should get in touch within 10 working days from our initial decision. Your complaint will be escalated to an appropriate Manager or Director.



Stage 3

If you are still not happy following an appeal, you have the right to present your case to our Complaints Appeal Panel, made up of Board members and a customer representative. A panel will be arranged within 20 working days of your appeal.

Stage 4

If you remain unhappy with the decision of the Appeals Panel, you have the right of appeal and may contact an MP, Councillor or recognised tenant panel to act on your behalf. Alternatively, after a period of eight weeks, you may appeal to the Housing Ombudsman. You must give us permission to correspond with whoever you have contacted.

Find more information about the Ombudsman relevant to you on their website – www.housing-ombudsman.org.uk – or by writing to them at **81 Aldwych, London, WC2B 4HN.**




Help us help you

To show that we are always looking to develop, we publish details of how we have acted on your feedback in our Bolt magazine.

To access our full policy, please visit Calico.org.uk/contact



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 twitter.com/Calico_Group



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