



Complaints and compliments



Pride in Our Homes, Proud of Our Neighbourhoods

We are committed to providing a high-quality housing service that is professional, efficient and effective.

Our Complaints and Compliments Policy and its procedure have been designed to make it easy for you to make comments, give us feedback and raise any concerns in an easy, comfortable and fair way. By listening to your views and taking appropriate actions we are able to best satisfy your needs whilst taking every opportunity to continually improve services to our customers.

Who are our customers?

Our customers include:

- tenants
- leaseholders
- applicants for housing.

Using this leaflet to give us your views

This leaflet explains what we mean by compliments and complaints. It also describes our formal complaints procedure.

In the middle of the leaflet there is a pull-out form which you can use for your comments and compliments, or to make a complaint. Simply complete the form and then post it or hand it in to your neighbourhood housing office.

Alternatively, you can give us your compliments and complaints verbally to any member of staff, or by email to feedback@liverpoolmh.co.uk. All our contact details are on the back page of this leaflet.

Compliments

If you have been particularly satisfied with the service you have received from us, or have a comment to make about how we could improve, then please let us know. Any feedback we receive helps us to continually improve. Your comments could be about an individual member of staff, a team, or the service we provided.

Complaints

LMH defines a complaint as:

‘An expression of dissatisfaction, whether justified or not, about the standard of service, actions or lack of action by the organisation or their staff affecting an individual customer or group of customers, whether expressed in writing, on the telephone or in person.’

A complaint may take the form of dissatisfaction with the way we have reached a decision or the way we have provided a service. For example: failing to achieve a specified standard of service.

Please note that LMH will use a different procedure to deal with complaints about nuisance from neighbours and anti-social behaviour. If you need information about this please contact LMH Connect.

Informal complaints

We will make every effort to resolve a complaint informally at the first point of contact. If you are still unhappy please follow the formal complaints procedure.

Formal Complaints Procedure

Stage 1

Within 2 working days, your complaint will be recorded and passed to the relevant Service Manager for investigation. You will receive an acknowledgement of your complaint within 2 working days. We will investigate your complaint and provide you with a written response within 10 working days.

If you remain dissatisfied, you must contact us within 28 days explaining the reasons why you would like to escalate your complaint to stage 2 in our complaint process.

Stage 2

As with Stage 1, your complaint will be acknowledged within 2 working days. Your complaint will be reviewed by a Senior Manager who will provide you with a written response within 10 working days.

If you remain dissatisfied, you must contact us within 28 days explaining the reasons why you would like to escalate your complaint to stage 3 in our complaint process.

Stage 3

Stage 3 complaints are considered in one of two ways:

1. Review by Executive Director: or
2. Review by Appeal Panel

1. Review by Executive Director

If we feel that we have exhausted all available options for resolving your complaint and addressed all relevant issues, you will be notified within 2 working days that your complaint will be subject to review by an Executive Director and will take place within 21 days. We will write to you regarding the outcome of the review. This review is the final stage of our complaints process.

2. Review by Appeal Panel

Your complaint may be considered by an Appeal Panel. You will be notified within 2 working days that your complaint will be considered by an Appeal Panel. The Appeal Panel is the final stage and will involve LMH Board members and will be held within 28 days.

This staged procedure is to ensure that even the most complex issues can be resolved within eight weeks of the complaint first being made.



Liverpool Mutual Homes complaints/compliments form

Please complete this and give it to a member of staff at your neighbourhood housing office or send it by post. (Addresses are on the back of this leaflet). Your views will be passed to the manager/team responsible. We'll treat all the information you provide in the strictest confidence.

Name: _____

Address: _____

Telephone Number: _____

Please state your complaint/compliment below (there is additional space at the rear of this leaflet):

What is your complaint/compliment regarding?

If you are making a complaint what is it that you are not happy about?

What would you like us to do to put it right?

Is this the first time you have made a formal complaint regarding this issue?

- Yes No

If you have reported this before, who did you report it to?

What happened as a result?

Signature: _____ Date: _____

Equality and diversity monitoring

You don't have to complete this form, but it will help us improve our general services if you do.

Which sex are you?

- Male Female Transgender

Date of birth (dd/mm/yyyy): _____ / _____ / _____

What sort of relationship are you in?

- Single Widowed Divorced/separated
 Married Other In a civil partnership
 In a co-habiting couple Prefer not to say

What is your ethnic group?

Choose one section from A to F and tick the box that shows your cultural background.

A: White British Irish Other, please specify:

B: Mixed White & Black Caribbean White & Black African
 White & Asian Other, please specify:

C: Asian or Asian British Indian Pakistani
 Bangladeshi Other, please specify:

D: Black or Black
 BritishCaribbean African Other, please specify:

E: Chinese or other ethnic group
 Chinese Other, please specify:

F: Romany, Gypsy or Traveller
 Romany Gypsy Traveller
 Other, please specify:

What is your religion or belief?

- No religion
- Christian
- Buddhist
- Muslim
- Hindu
- Jewish
- Sikh
- Prefer not to say
- Other, please specify:

Do you consider yourself to be disabled?

- Yes
- No

If **yes**, please tick one or more of the boxes below to tell us about your disability.

- Wheelchair user
- Physical disability
- Restricted mobility
- Housebound
- Hearing impairment
- Sight impairment
- Learning disability
- Mental disability
- Other, please specify:

How would you define your sexual orientation?

- Heterosexual
- Gay
- Lesbian
- Bisexual
- Prefer not to say

Is English the language you prefer to use?

- Yes
- No

If **no**, what language should we use when communicating with you?

- Punjabi
- Indian
- Bengali
- Cantonese
- Mandarin
- German
- French
- Zulu
- Spanish
- Tamil
- Italian
- Turkish
- Chinese
- Hindi
- Urdu
- British Sign Language
- Other, please specify:

Compensation

In some circumstances, further information may be required to fully investigate your complaint. We will always agree any extension of time with you.

You will be entitled to a compensation payment of £10 if we fail to respond to your complaint within ten working days without first contacting you to request additional time.

What to do if you are still not satisfied

We will do all we can within each of the stages to resolve the complaint to your satisfaction. If this cannot be achieved, you will have the right to take your complaint to the Independent Housing Ombudsman.

The Housing Ombudsman Service,
81 Aldwych,
London
WC2B 4HN

T: 0300 111 3000

F: 020 7831 1942

E: info@housing-ombudsman.org.uk

Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894 (Somali)

По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

بلطلال دن ع قرفاوتم قريپك تا عوبطمو توص طئارشو لي ارب فوقيرطو تام جرت دجوت مقر ىلع انب لصتا 0800 678 1894. (Arabic)

فورح اي مم جرت تروص هب تا اعلاطاني تفاي رد ي ارب دين اوتيم ديش اب ليام هچنان چ گرزب فورح اب پاچ اي و يتوص راون عور رب طبض اي (نايان يبان صوصخم) لي رب ديهد تس اوخرد 0800 678 1894. (Farsi)

如需翻译、盲文、录音磁带和大字版本，请随时索取。请拨打 0800 678 1894 与我们联系 (Chinese)

Head Office

LMH @ The Observatory, 1 Old Haymarket, L1 6RA
Opening times: Monday to Friday, 8.30am to 5.00pm.

 0300 123 2300

 0800 678 1894

LMH CONNECT

North

LMH @ Clubmoor, Clubmoor Community Centre
181 Townsend Lane, L13 9DY
Opening times: Monday to Friday, 9.00am to 5.00pm.

South

Unit One, Montrose Business Park, Tattersall Way, off Edge Lane, L7 9PX
Opening times: Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10.30am for staff training.



info@liverpoolmh.co.uk www.liverpoolmutualhomes.org