

Customer feedback

We aim to provide you with the best possible service at all times.

If you have ever had any services from us such as a repair, support with your finances or improvements to your home, you may well have been asked to fill in a feedback form to let us know what you think.

We value your feedback as it helps us make sure all our services are meeting your needs and can highlight where improvements are needed.

This leaflet contains a customer feedback form that you can cut out and return to us.

If you are happy with our services or a member of staff

We are always happy to hear when you are happy with our service or the customer care from a particular member of staff. We can learn from these compliments and thank the member of staff involved in providing the service.

If you have a comment on our service or a member of staff

We are equally pleased to receive your comments. We will use all comments to improve our service.

If you have a complaint about our service or a member of staff

We realise that you may not always be happy with the service provided. This could be because we have done something wrong or failed to do something we should have done. Examples include:

Where you believe you have not been dealt with fairly or in line with our policies.

Where you believe that your repair has not been completed to an acceptable standard.

If you feel that we have not provided a satisfactory service then we will respond and investigate your complaint quickly and fairly.

You can contact us directly to make your complaint or ask a family member, friend or advocate to do this for you providing you have given them written consent to do this.

You can use the customer feedback form included with this leaflet to provide us with the details of your complaint. You can also contact us by telephone, online through our website, in person or via social media.

When we receive your complaint, we aim to deal with it there and then if we can. If this is not possible, we have a two stage process to deal with your complaint:

Stage 1 - Investigation

The complaint will be acknowledged within one working day. We will investigate the complaint and discuss with you what needs to be done to resolve the issue. We will provide a full written response within ten working days.

Stage 2 - Review

If you are not satisfied with the outcome of Stage 1, the complaint will be referred to a senior manager for further investigation. At this stage, you can choose how to be kept informed of progress. We will provide a written response within a further ten working days.

Further Options

If you remain unhappy or dissatisfied with the response to your complaint, you can appeal to an Independent Tenants Panel recognised by Salix Homes or refer the complaint directly to the Local Government Ombudsman. The Ombudsman can also look into the complaint if it is not resolved by the Independent Tenants Panel.

The Local Government Ombudsman

PO Box 4711
Coventry CV4 0EH

www.lgo.org.uk
Telephone: **0300 061 0614**

If your complaint is upheld at any stage of the process, we will:

- Apologise.
- Take some practical action to put things right.
- Put you back in the position you would have been but for the circumstances leading to the complaint.
- Ensure that the same situation does not happen again.
- Offer compensation in some circumstances.

If you require a copy of this publication in another language, large print, Braille or audio please contact Salix Homes.



Telephone: freephone 0800 218 2000
(local rate for mobile phones: 0161 909 6559)

Website: www.salixhomes.org Email: enquiries@salixhomes.org



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0800 218 2000

www.salixhomes.org

Customer feedback form

1. About you

For a personal reply to your comment or complaint, please provide the following details in BLOCK CAPITALS:

Name: _____

Telephone Number: _____

Address: _____

Post Code: _____

E-Mail: _____

2. Your feedback

Please use this section to give us details of your feedback

This is a:

Comment

Complaint

Compliment

(tick appropriate circle)