

Making a complaint



Raven Housing Trust

We work hard to give you the best possible service, but we know that mistakes and misunderstandings do happen sometimes. When things don't work the way they should, we welcome your feedback because it helps us improve. We aim to investigate complaints and sort them out quickly, effectively and, where possible, to your satisfaction. If you are unhappy with the way we've dealt with something, this leaflet explains how you can complain.

We would also like you to let us know when we are doing things right or want to share your views with us.

How to complain

Often the quickest and best way to get us to put something right is to contact the member of staff who dealt with it in the first place.

If this doesn't solve the problem, or you want to complain about the member of staff, you are welcome to use our three-stage formal complaints procedure.

You can make a formal complaint by:

- completing the form in this leaflet and returning it to us
- emailing us at raven@ravenht.org.uk
- phoning our customer service team on 01737 272400 or freephone 0800 289255
- completing the complaints form on our website at www.ravenht.org.uk
- speaking to a member of staff.

Our three-stage complaints procedure:

Stage 1 Complaint goes to a senior manager of the particular service area

Stage 2 Complaint goes to the director of operations or director of finance

Stage 3 Complaint goes to the board's review panel

At each stage, if you are dissatisfied with our response, you can go to the next stage of the complaint. You should do this within four weeks of our response.

Stage 1

If you have discussed your complaint informally with us and you are dissatisfied with the outcome, you can make a formal complaint (see 'How to complain'). You should tell us:

- what has happened
- why you are dissatisfied
- what you think we should do next.

We will send you a letter straight away to acknowledge your complaint and say who will deal with it. A senior manager will then investigate. The manager will try to speak to you in person or on the phone to discuss your complaint.

We aim to investigate complaints and respond in full within seven working days and no later than 15 days. If for any reason we can't, we will write to say when the investigation will be completed. If you are not satisfied with our reply, you can ask the manager investigating your complaint to consider it further or you can ask for your complaint to go to stage 2. This must be done within four weeks of our last letter to you.

Stage 2

The director of operations (or the director of finance if the director of operations was involved at stage 1) will investigate your complaint. At this stage you will be able to meet the director to put your case in person, if you want to. We will write to you within seven working days to let you know the outcome.

Stage 3

The final stage of our complaints procedure involves presenting your case to a meeting of the board's review panel. The panel will arrange this meeting as soon as they can. They will have copies of all letters and other documents to do with the case, and details of what we have done so far to resolve your complaint.

What if I am still dissatisfied?

If you have gone through the three-stage complaints procedure and are still unhappy with the way we have dealt with your complaint, you may wish to ask the Independent Housing Ombudsman to review it. You can contact the Ombudsman at:

Housing Ombudsman Service, 81 Aldwych,
London WC2B 4HN. Tel: 020 7421 3800

Lo-call: 0845 7125 973

Mini-com: 020 7404 7092

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

Compensation

In certain circumstances, we may pay you compensation if our service does not meet the standards we have set. We may do this if:

- you have suffered serious inconvenience, hardship or distress as a result of something we or our contractors have done badly or failed to do, or
- you are out of pocket as a result of our actions.

We have a separate leaflet explaining how you can claim compensation. You can claim it without making a formal complaint.

Customer Charter and Local Offers

Our Customer Charter and our Local Offers booklet set out the standards of service you can expect from us. The Local Offers are measurable targets by which residents can actively monitor our performance. The Customer Charter is a guide to the quality which customers can expect from Raven's services. Both documents are available from our offices. The standards you can expect when complaining to us are as follows:

We will:

- Make complaints leaflets available at our offices and helpshops and on the Raven website
- Take your complaint over the phone, in person, by e-mail or by post and provide you with a copy of our complaints procedure so that you know how we will handle your complaint
- Acknowledge your complaint within two working days of receipt. This will include a summary of the issue which you have reported to us

Upon receipt of your complaint we will:

- Within 15 working days write to conclude the first stage of the complaints procedure
- Assign a director to review your complaint within 5 weeks if you choose to proceed to stage 2
- Put your complaint to the Board Appeal panel within 8 weeks if you choose to proceed to stage 3
- Offer compensation payments according to our published policy
- Use complaints or praise to learn and improve our services
- Publish the improvements we make as a result of your suggestions

An audio version of this leaflet is available on request and we can provide it in large print and in other languages. Please let us know what you need.

Veuillez nous contacter si vous souhaitez une traduction de ce dépliant dans une autre langue.

French

Queira contactar-nos caso deseje receber este folheto traduzido para outro idioma.

Portuguese

برجاء الإتصال بنا إذا كنت ترغب في الحصول على ترجمة لهذه النشرة بلغة أخرى.

Arabic

এই লিফলেটটির পত্রিকার: এমন কোন প্রায় অশ্রুতি প্রতিষ্ঠা চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

Bengali

若您需要此單張的其他語言翻譯版本，請聯絡我們。

Cantonese

यदि आप इस लीफलेट का किसी अन्य ढांच में अनुवाद चाहते हैं तो कृपया हमसे संपर्क करें।

Hindi

اگر آپ اس لیفلٹ (پرچے) کا ترجمہ کسی دوسری زبان میں جانتے ہوں تو برائے کرم ہم سے رابطہ کریں۔

Urdu



Raven Housing Trust
Raven House, 29 Linkfield Lane, Redhill RH1 1SS
Telephone 01737 272400
www.ravenht.org.uk

Customer complaints form



Contact details

Name

Daytime phone number

Address

Evening phone number

Mobile phone number

Postcode

Email

Please tell us what you think we did wrong or failed to do.

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Reference number (for office use only)

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If we have failed in some way, what do you think we should do to solve this problem?

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Please return this form to Raven Housing Trust, Raven House, 29 Linkfield Lane, Redhill RH1 1SS.

Or you can:

- email us at raven@ravenht.org.uk
- phone our customer service team on 01737 272 400 or freephone 0800 289255
- complete the complaints form on our website at www.ravenht.org.uk
- speak to a member of staff.