

# Compliments and Complaints



**Network  
Homes**

Because good homes  
make everything possible

## Compliments and complaints

We are committed to providing a first class service to our customers. We want to hear what you think about our service.

**Compliments** - If you are pleased with our services, please let us know. You can tell us about what we have done well and acknowledge the hard work of our staff.

**Complaints** - We recognise that sometimes things go wrong. When this happens we want to know, so we can put things right and improve our service to others.

You can make a compliment or complaint by letter, email, in person or by telephone. Our contact details can be found on the back of the leaflet.



## What is a complaint?

**A complaint is when you think we have:**

- failed to do something that we should have done
- done something that we should not have done
- not met our published standards.

You should raise your complaint with us as soon as possible so we can resolve it quickly. We don't normally investigate complaints about issues that happened more than six months ago.

## What isn't a complaint?

- An initial request for a service, such as when you report a repair for the first time.
- Where you are disputing service charges - there is a separate procedure for this.
- An anti-social behaviour issue, as these are dealt with under another procedure.
- An appeal against action resulting in court proceedings or matters subject to ongoing legal proceedings.



## Who can complain?

Anyone of our tenants, leaseholders or someone acting on their behalf can make a complaint.

### **What we need to know when you make a complaint:**

- who you are and where you live
- what your complaint is about
- if you have already spoken to a member of staff about it
- what you would like us to do to put it right.

## How we will deal with your complaint

### **We have a two stage process:**

#### **Stage 1**

We will make every effort to resolve the problem the first time you contact us. If we are unable to resolve your problem straight away we will investigate and provide you with our decision within 10 working days. If we are unable to provide a response by then a new date will be agreed with you.

#### **Stage 2**

If you're not satisfied with our response at stage 1, you have 30 calendar days to tell us why you want to take things further and how we can resolve your complaint. The Central Complaints team will review how the complaint was handled at Stage 1 and decide if the decisions we made were in line with our policies, fair and reasonable. An Executive Director will oversee the complaint based on the recommendations of the Complaints Manager and will have the opportunity to review and intervene on the case if deemed necessary.

You will be provided with our final decision of your complaint within 20 working days. If we are unable to provide a response a new date will be agreed with you.

If you are dissatisfied with the stage 2 decision you can refer your complaint to the Housing Ombudsman. We will explain how you can proceed in our final response.

### **We will not deny a request to escalate a complaint to stage 2 unless:**

- we are continuing our investigations
- you have not provided specific reasons for requesting a review
- your request is solely related to the level of compensation awarded at the earlier stage.



## How to make a complaint

**You can make a complaint in any of the following ways.**

- by visiting our website: **[www.networkhomes.org.uk/complaints](http://www.networkhomes.org.uk/complaints)**
- using your My Network Homes online account: **[www.mynetworkhomes.org.uk](http://www.mynetworkhomes.org.uk)**
- by calling us on **0300 373 3000**
- by emailing us at **[complaints@networkhomes.org.uk](mailto:complaints@networkhomes.org.uk)**
- in person at one of our offices
- by email to **[complaints@networkhomes.org.uk](mailto:complaints@networkhomes.org.uk)**
- by contacting us on social media
- through an advocate (with your written consent).

## If you need help making a complaint


- If you need help with making a complaint please call us on **0300 373 3000** or email **[complaints@networkhomes.org.uk](mailto:complaints@networkhomes.org.uk)**.
- You can receive free independent advice from the Citizens Advice Bureau. Visit **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)** for further guidance.

For more information about our complaints process, visit our website **[www.networkhomes.org.uk/complaints](http://www.networkhomes.org.uk/complaints)**

We can provide this document in other formats including Braille, large print or audio CD. Sometimes, we can also help with translations into other languages. Please contact our Customer Service team at **[customerservice@networkhomes.org.uk](mailto:customerservice@networkhomes.org.uk)** if you require this service.



## Contact us

 by phone on **0300 373 3000**

 online at **[www.networkhomes.org.uk](http://www.networkhomes.org.uk)**

 email **[complaints@networkhomes.org.uk](mailto:complaints@networkhomes.org.uk)**

 Follow us at: **[@networkhomesuk](https://twitter.com/networkhomesuk)**

 Like us: **[www.facebook.com/networkhomesuk](https://www.facebook.com/networkhomesuk)**