



# 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 the 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 [info@liverpoolmh.co.uk](mailto:info@liverpoolmh.co.uk).

## 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

### Definition of a complaint

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 face to face.’

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:

- delay in responding
- failure to achieve specified standard of service.

Please note that your neighbourhood housing office will use a different procedure to deal with complaints about nuisance from neighbours and anti-social behaviour.

### 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 One

On the first day, your complaint will be recorded and passed to the service area manager to decide who will investigate. An acknowledgement will be sent to you and your complaint will be passed to an investigating officer within two days. Your complaint will be investigated and a response sent to you within ten working days.

If you are not satisfied with the response you receive at Stage One, you can contact us within 28 days of our response to you and your complaint will be moved to Stage Two.

## Stage Two

If your complaint cannot be resolved at Stage One, you will be notified within two working days that the complaint has moved to Stage Two where it will be reviewed by a senior manager within ten working days.

If you are not satisfied with the response you receive at Stage Two, you can contact us within 28 days of our response to you and your complaint will be moved to Stage Three.

## Stage Three

If your complaint cannot be resolved at Stage Two, you will be informed within two working days that the complaint has moved to Stage Three. An Appeals Panel, involving LMH Board Members, will be convened to review the case and the panel will be held within 28 days.

In some circumstances, further information may be required and therefore stages could be prolonged in agreement with you.

This staged procedure is to ensure that even the most complex issues can be resolved within eight weeks of the complaint first being made. It also enables senior staff and Board members to be involved where the complaint cannot be resolved at the earlier stages.



## 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 then be passed to the manager /team responsible. We'll treat all the information you provide in the strictest confidence.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Please state your complaint/compliment below (please write a letter if there is not enough space on this form for your complaint/compliment):

**What is your complaint/compliment regarding?**

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

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

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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?

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What happened as a result?

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Equality and diversity monitoring

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

### Your gender (sex) and age

#### 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  In a co-habiting couple  In a civil partnership  
 Prefer not to say  Other

#### 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 British

Caribbean  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: \_\_\_\_\_

### Are you disabled?

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

You are disabled if you have a mental or physical impairment, this affects your ability to carry out normal day-to-day activities and the effects are long term (meaning they have lasted or are likely to last at least 12 months).

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

### What is your sexual orientation?

- Heterosexual       Gay       Lesbian       Bisexual       Prefer not to say

### Communication

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: \_\_\_\_\_

### Alternative formats

Would you prefer to receive information from us in another format? If yes, please state which you would prefer:

- Braille     Audio CD     Large print  
 Other, please specify: \_\_\_\_\_

### Return your form to your neighbourhood housing office.

Our neighbourhood housing teams will do all they 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.

Complainants will be entitled to a compensation payment of £10 if we fail to respond to a complaint within ten working days without first writing to the complainant to request additional time.

## **What to do if you are still not satisfied**

If you are still dissatisfied, you may wish to contact the Housing Ombudsman Service:

The Housing Ombudsman Service,  
81 Aldwych  
London  
WC2B 4HN

Tel: 020 7421 3800

Local: 0845 7125 973

Fax: 020 7831 1942

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

## Notes:



**Translation, braille, audio tape and large print available on request. Call LMH on 0151 235 2328.**

ستترجم عند الطلب

ترجمہ کرنے کے لیے درخواست کی جائے گی۔

若有需要時將會翻譯成中文。

अनुरोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਟਰਨਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

Marka la soo codsado ayaa la turjumi doona.

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

### **Head Office:**

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF  
Tel: 0800 678 1890

### **North West Area Housing Office:**

3 Mark St, Liverpool L5 0RF  
Tel: 0800 678 1892

### **North Area Housing Office:**

3 Falklands Approach, Off Parthenon Drive, Liverpool L11 5BS  
Tel: 0800 678 1892

### **East Area Housing Office:**

Unit One, Montrose Business Park, Edge Lane, Liverpool L7 9PX  
Tel: 0800 678 1891

### **West Area Housing Office:**

172 Park Road, Liverpool L8 6SJ  
Tel: 0800 678 1893

### **South Area Housing Office:**

4 Smithdown Place, Liverpool L15 9EH  
Tel: 0800 678 1893

### **Repairs:**

Tel: 0800 678 1894

Email: [info@liverpoolmh.co.uk](mailto:info@liverpoolmh.co.uk)

[www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)



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