

# Complaints and compliments



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

The Complaints and Compliments Policy and its procedure have been designed to help you raise any issues or concerns in an easy, comfortable and fair way. As a result we can best satisfy your needs whilst at the same time taking every opportunity to continually improve by listening to your views and taking appropriate actions.

## Who are our customers?

Our customers include:

- tenants
- leaseholders
- applicants for housing.

## 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

**Every effort should be made to resolve a complaint at the first point of contact. If this cannot be achieved then the Formal Complaints Procedure should be adopted.**

## 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.

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.

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.

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)

(Please note that if you wish to make a complaint about a service provided by Liverpool City Council, you must contact them directly or complete the council's 'Have Your Say' form, available from council offices and one-stop shops.)

## Compliments and comments

If you have any comment about how we can improve our services or simply want to compliment us on the services provided, please do so verbally or in writing to any member of staff. Compliments will be passed to the relevant member of staff or team. We'll keep a record of your comments.

We aim to acknowledge your compliment in writing within five working days.

### Notes:

## Liverpool Mutual Homes complaints/compliments form

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?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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: \_\_\_\_\_

Please give this form to a member of staff at your local LMH office, or send it there by post. Your views will then be passed to the manager/team responsible. We'll treat all the information you provide in the strictest confidence.

## Equality and diversity monitoring

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

### Your gender (sex)

Which sex are you?

Male     Female     Transgender

Date of birth (dd/mm/yyyy): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

### Relationship

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

### Ethnicity

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

Any other background, please specify: \_\_\_\_\_

#### B: Mixed

White & Black Caribbean     White & Black African     White & Asian

Any other mixed background, please specify: \_\_\_\_\_

#### C: Asian or Asian British

Indian     Pakistani     Bangladeshi

Any other Asian background, please specify: \_\_\_\_\_

#### D: Black or Black British

Caribbean     African

Any other black background, please specify: \_\_\_\_\_

### E: Chinese or other ethnic group

Chinese

Any other background, please specify: \_\_\_\_\_

### F: Romany, Gypsy or Traveller

Romany       Gypsy       Traveller

Other, please specify: \_\_\_\_\_

## Religion/belief

### What is your religion or belief?

No religion       Christian       Buddhist       Muslim

Hindu       Jewish       Sikh       Prefer not to say

Other religion, please specify: \_\_\_\_\_

## Disability

### 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 disability, please specify: \_\_\_\_\_

## Sexual orientation

### 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 spoken language, 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 compact disc     Large print

Other, please specify: \_\_\_\_\_

### Notes:

**Head Office:**

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

**Repairs:**

Tel: 0800 678 1894

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

