

# Making a complaint

## A GUIDE FOR RESIDENTS / Contact us

We aim to provide the best possible service to all our residents and customers. There may be times however when you feel that you have not been treated fairly or we have failed to provide the level of service we promised.

Complaints help us to improve the service and find out where things have gone wrong.

کیفیتہ تقدیم شکوی

কীভাবে অভিযোগ জানাবেন

Comment déposer une plainte

Inoltrare un reclamo

سکالا کردن

Skundu teikimas

提出投诉

Jak złożyć skargę

Como apresentar uma queixa

सिवाष्टिउ विदैं वठे

Sida cabasho loo sameeyo

Cómo realizar un reclamo

Nasıl Şikayet Edilir

Cách khiếu nại

## You should complain because...

We encourage all our residents and customers to give us feedback, especially if it helps us improve the service you receive.

Since we welcome all comments and complaints, we can assure you that your rights will not be affected.

## What is a complaint?

We will always try and resolve a request for a service the first time you report it to us. This could be a repair, or some information that you need.

If you are not happy with our response, the service we have provided or our efforts to resolve your query you can ask us to log a complaint.

This could be a failure to do what we said we would do, or perhaps you are unhappy with the way you were treated. Examples of a complaint include:

- The length of time taken to provide the information or the service you need.
- The attitude or behaviour of our staff or contractors.
- Our failure to keep you informed of a decision we made.
- Any kind of discrimination.
- The level of service we provided.

## What is not covered by the Complaint Policy?

There are some types of requests that are not covered by the Complaints Policy.

For example, if you want to make a report of anti-social behaviour, we have special procedures to deal with nuisance and harassment. A separate leaflet is available that explains how we deal with anti-social behaviour.

If your complaint is about something that cannot be resolved by the Complaint Policy we will explain why and make sure the right team is dealing with it.

If your complaint is about a service failure that occurred over 12 months ago we will not be able to investigate that complaint.

## Who can complain?

Anyone who uses or receives a service from any part of The Hyde Group can complain.

If you do not live in a Hyde property, and you do not receive a service from us (for example your complaint relates to one of our properties or one of our residents) we will not escalate your complaint beyond Stage 1.

## How do I complain?

- By filling in the enclosed form and sending it to your local Hyde Office provided in this leaflet
- By telephone
- By e-mail
- Visiting our website at [www.hyde-housing.co.uk](http://www.hyde-housing.co.uk)
- By writing to a Hyde Group office
- By visiting a Hyde Group office

Please let us know if you need help making a complaint. We can organise interpreting services, Braille and signing facilities.

We will acknowledge all complaints within two working days if they cannot be resolved immediately.

We aim to respond to all formal complaints within 10 working days. If we need more time to carry out an investigation or to gather further information, we will let you know or agree how long it will take to send you for a full response.

## How is my complaint handled?

We telephone all our customers as part of resolving a complaint. Alternatively, you can specify how you want to be contacted.

### • Stage 0 – Get It Right Now

Most of the time, you just want us to put things right.

So if we receive a complaint, where possible we will try to resolve it within 2 working days. We will focus on sorting the problem quickly with no need for a written response.

For example it may be possible to resolve your complaint immediately at the time you report it.

If the complaint requires a full investigation and response we will respond at Stage 1 in writing.

### • Stage 1 (Investigation & Response)

The team responsible for the service you have complained about will investigate and respond to you within 10 working days.

- **Stage 2 (Senior Manager Review)**

The Resolution Team will arrange for a senior manager to review your complaint and respond to you within 10 working days.

- **Stage 3 (Independent Review)**

The Resolution Team will arrange for a complaint review panel or a Director to review the handling of your complaint at Stages 1 and 2.

If you are still unhappy with the service and the responses you have been given, this is an opportunity for you to discuss the issues with someone who is independent from the service failure.

The purpose of a panel is to review that the decisions made were appropriate to the complaint case and that we followed our policies.

You do not need to be present. If you prefer, you can ask someone else to attend in your place.

We will contact you within 10 working days to arrange a panel hearing though we may recommend a review of your complaint by a Director if this promotes a faster resolution.

### **When is a complaint closed?**

At each stage we ask you to let us know within 4 weeks if you are satisfied with the outcome or whether you wish to progress to the next stage. After 4 weeks your complaint will be closed.

At any time during the complaint process we may choose to deal with your case differently. In rare cases we may close your complaint if the resolution you need is unreasonable or not possible.

We will always explain why a decision was made to deal with your complaint differently and where possible provide an alternative way to resolve your complaint.

## **Further help and information**

If you feel your complaint is still not resolved after we have closed your complaint there are a number of organisations you can contact to have your case reviewed.

- **Housing Ombudsman Service**

If your complaint is about the way we managed your property you can ask the Housing Ombudsman to review your case.

The Ombudsman will only consider complaints that have completed the procedure described in this leaflet.

Independent Housing Ombudsman,  
81 Aldwych, London WC2B 4HN  
Phone: 0300 111 3000 Fax: 020 7831 1942  
Minicom: 020 7404 7092  
E-mail: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

- **Comments**

Have you seen our Comments and Feedback leaflet? You can leave us comments and feedback on the service on our website or using the form in our Comments Leaflet.

## **Your local Hyde offices**

### **Hyde South East**

*(Lewisham & Southwark)* Hollingsworth House,  
181 Lewisham High Street, Lewisham, London SE13 6AA  
Freephone: 0800 389 3576 Tel: 020 8297 7500  
Minicom: 020 8297 7501

*(Greenwich & Bromley)* Ground Floor, Royal Sovereign House,  
40 Beresford Street, Woolwich, London SE18 6BF  
Freephone: 0800 389 3576 Tel: 020 8319 5730  
Minicom: 020 8319 5765

*(Maidstone)* Chaucer House, Knightrider Street,  
Maidstone, Kent ME15 6ND  
Freephone: 0800 389 3598 Tel: 01622 356490  
Minicom: 01622 623641

**Hyde South East email:** [cshse@hyde-housing.co.uk](mailto:cshse@hyde-housing.co.uk)

## Your local Hyde offices (continued)

### Community Businesses

#### Hyde Northside

65 Roman Way, Islington, London N7 8UT  
Freephone: 0800 389 6646  
Email: info.hnh@hyde-housing.co.uk

#### Hyde Southbank (Stockwell)

275-277 Clapham Road, Stockwell, London SW9 9BH  
Freephone: 0800 195 2527 Tel: 020 7346 6500  
Minicom: 020 7346 6550  
Email: hsh.enquiries@hyde-housing.co.uk

#### Hyde Southbank (Oval)

Alverstone House, Magee Street, London SE11 5TS  
Freephone: 0800 195 2527 Tel: 020 7346 6595  
Email: hsh.enquiries@hyde-housing.co.uk

#### Hillside Housing Trust

21 Hillside, London NW10 8LY  
Freephone: 0800 783 7587 Tel: 020 8961 0278  
Email: hillsidecso@hillsidehousing.co.uk

#### Hyde Martlet

(Chichester) Martlet House, Southern Gate, Chichester  
PO19 8SG. Freephone: 0800 085 4195

(Hove) 113-119 Davigdor Road, Hove BN3 1RE.  
Freephone: 0800 085 4195 Textphone: 01273 234702

(Southampton) 63 St Mary Street, St Mary's,  
Southampton SO14 1NU.  
Freephone: 0800 085 4195 Textphone: 023 8083 7821

Hyde Martlet email: info@hydemarklet.co.uk

#### Hyde Minster

Jubilee House, 92 Lincoln Road, Peterborough PE1 2SN.  
Freephone: 0800 345 7540 Tel: 01733 349800  
Email: info@minsterha.co.uk

**If you would like this document in another language or format, such as large print, Braille, CD or audio tape, please contact us.**

#### ARABIC:

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

#### BENGALI:

আপনি যদি এই নথিটিকে অন্য ভাষাতে বা ফরম্যাটে পেতে চান, বা আপনার যদি একজন অনুবাদকারীর প্রয়োজন হয়, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন।

**FRENCH:** Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

**ITALIAN:** Se desidera ricevere questo documento in un'altra lingua o in un formato diverso, oppure se ha bisogno di un interprete, La preghiamo di contattarci.

#### KURDISH:

ئەگەر دەتەوێ ئەم بەلگە بە زمان یان شیوازێکی دیکە بۆ تۆ نامادە بکەین، یان بێبێستت بە وەرگێری زارەکی هەیه، تکایە پەیوەندیمان پێتە بکە.

**LITHUANIAN:** Jei pageidaujate šio dokumento kita kalba ar kitokiu formatu arba jeigu prireiktų vertėjo, maloniai prašome kreiptis į mus.

#### MANDARIN:

如果您需要本文件的其他语言版本或格式，或者您需要一名翻译，请与我们联系。

**POLISH:** Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

**PORTUGUESE:** Se gostaria de ter este documento em outro idioma ou formato, ou se necessita de um intérprete, contacte-nos.

#### PUNJABI:

ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਟਿੱਟਰਪੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

**SOMALI:** Haddii aad dokomantigan ku rabtid luqad ama hab kale, ama haddii aad u baahantahay tarjubaan, fadlan nala soo xiriir.

**SPANISH:** Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.

**TURKISH:** Bu belgenin Türkçe'sini veya Türkçe bilen birisinin size yardımcı olmasını istiyorsanız bize başvurabilirsiniz.

**VIETNAMESE:** Nếu quý vị muốn tài liệu này được in hành bằng ngôn ngữ khác hay định dạng khác hoặc nếu quý vị cần người phiên dịch, xin quý vị vui lòng liên hệ với chúng tôi.

#### The Hyde Group

30 Park Street  
London SE1 9EQ  
Tel: 020 3207 2600  
www.hyde-housing.co.uk



#### The Hyde Group

Making a lasting difference