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Freepost - RRXH_LZUR_LKHG
Watford Community Housing Trust
Gateway House
59 Clarendon Road
Watford
Hertfordshire
WD17 1LA

External resolutions

We will always try to resolve things for you as early as possible. If you remain unhappy after our attempts to do so you can refer your complaint to an external 'designated person' in an attempt to seek a local resolution.

Any designated person(s) can contact us to discuss your complaint further on your behalf as well as offer fresh ways of looking at the complaint if this may help to resolve matters locally. They may also refer your complaint on to the Housing Ombudsman for further investigation if they agree with you that we have not resolved your complaint satisfactorily.

- i** A designated person could be a councillor, any MP or a recognised tenant panel (please note such tenant panels must have agreed a code of conduct with us and have been entered by us onto the Housing Ombudsman's register as a recognised designated person).
- i** If you would rather not seek a local resolution you may contact the Housing Ombudsman directly after our formal review; however they ask that you allow 8 weeks before doing so

The Housing Ombudsman may decide not to consider your complaint if you have not been through our internal complaints procedure first, if you have not attempted to reach a local resolution or if you have raised a legal dispute.

The Housing Ombudsman service is an independent body which deals with disputes between registered landlords and their customers. You can contact the Ombudsman in the following ways:

Address: Housing Ombudsman Service, 81 Aldwych,
London, WC2B 4HN

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Making sure our feedback process works well

We want to make sure that all of our customers are heard when they want to give us feedback. We aim to treat people fairly, with respect and to take personal ownership whenever they have views on our service.

If you think that we could do things differently when we manage the feedback you give us, please let us know - that kind of feedback is really important too!



Watford Community Housing Trust
Gateway House, 59 Clarendon Road
Watford, Hertfordshire
WD17 1LA

t: 01923 209 000
e: feedback@wcht.org.uk
w: www.wcht.org.uk

Watford Community Housing Trust has charitable status. It is an Industrial and Provident Society registration number 30183R and registered with the Homes and Communities Services number L4495.



For any of the above services please contact 01923 209000



Your Feedback what matters to you ...matters to us



This leaflet was published March 2013. Any older versions are now out of date including those with no date stamp.

What happens when you give us feedback?

When you let us know that you have had a problem with our service, we will always try to fix things for you straight away. If you are happy to let us have 24 hours to try and resolve matters, we will do so and this would be recorded as an **informal concern**.

Whenever this happens we will let you know what we plan to do and agree a timescale with you if it could take longer than 24 hours.

Our aim is to resolve your concerns at the earliest opportunity, ensuring good communications, so that you are satisfied with the resolution.

If we don't feel we can solve a problem immediately we will advise you so that you can make a formal complaint if you would like to. You can be assisted by a friend or relative at any point in the formal process if you feel this would help you, all we need is something on file to confirm who you are happy for us to speak to.

If you give us a compliment or even a comment or suggestion, we will treat this with equal importance and ensure we learn from it just as we would a complaint. We will record your feedback and let those involved know what they have done well or where we could perhaps look at things in a different light.

All of your feedback is important!

We will take ownership and use the feedback you give us to improve. We will also let you know what we have done to improve, using our website, newsletters and other communications.

Giving us positive feedback, comments or suggestions

If you want to tell us about something we have done well, or if you want to make a comment or suggestion, you can do this in several ways:

- Online:** via our website (www.wcht.org.uk)
- By email:** feedback@wcht.org.uk
- By telephone:** to any member of staff (01923 209 000)
- In person:** to any member of staff
- In writing:** Gateway House, 59 Clarendon Road, Watford, Herts, WD17 1LA
- Surveys:** complete satisfaction surveys to let us know what you think

Giving us negative feedback

If you need to give us negative feedback one of our staff will:

- Contact you as soon as possible to discuss and resolve your concerns within 24 hours, or within an agreed timescale
- Aim to fully resolve any formal complaints we receive within 10 working days and respond to you in the most appropriate way (for example if you raise your concerns by email, we will respond by email)
- Confirm with you that you are happy with the resolution of your concern or complaint

Formal complaints

If it's the first time you have raised a formal complaint about an issue, a member of the management team will carry out a formal investigation and look to resolve your complaint (this could be a team leader, manager or Head of Service, but will always be the best placed person to resolve your concerns at the first time of asking).

In some situations if we are unable to resolve your concerns straight away, you can ask for your complaint to go to a formal review. This could involve the complaint being reviewed by a panel of tenants, or by one of our Directors, it's up to you.

- i** A review by a tenant panel will take place within 20 working days and a resolution put in place within a further 10 working days.
- i** A Director reviewing a complaint will look to fully resolve the complaint within 10 working days.

During the formal review the tenant panel or director will only be able to consider concerns that you raised during your initial formal complaint. If there are new or not directly related issues you wanted to raise, these could be considered as a separate complaint.

To request a formal review all that you have to do is to let us know you remain unhappy, explaining why and what you want us to do. You can do this by either notifying the person who dealt with your complaint directly, or by contacting our Feedback Administrator.

We will not consider a complaint to be closed unless we have heard from you directly that you are happy with the resolution.

Help is at Hand!

If you need any help using our feedback process, especially if you feel you want to make a complaint, please contact our Customer Service Centre on 01923 209000.

Customer Feedback Form

Name: _____

Address: _____

Tel no: _____ **Email:** _____

Preferred method of contact:
(please tick one) Postal: Telephone: Email:

Relationship to Trust: Tenant: Leaseholder:
Other (please specify): _____

Details of your feedback:

What type of Feedback is this: Compliment: Comment/Suggestion:
Informal Concern: Formal Complaint:

Have you told us about this before: Yes: No:

If yes, who did you tell? _____

What would you like us to do?

