



# **Complaints Procedure**

# **COMPLAINTS PROCEDURE**

## ***HOW CAN I MAKE A COMPLAINT?***

At Pickering and Ferens Homes we are committed to providing a high quality and efficient service but we realise that we do not always get it right. Therefore if something goes wrong then we want to know about it.

We welcome complaints as they give us valuable insights on the services that we provide and how they can be improved. Therefore when we know that we have got things wrong we will apologise and try to put things right as quickly as possible.

We also welcome and encourage comments and suggestions when we get the service right. In this way we can keep providing the right service to all of our customers. It is also nice for our staff.

## ***WHAT IS A COMPLAINT?***

A complaint is an expression of dissatisfaction, however made, about the standard or quality of service, action or lack of action that Pickering and Ferens Homes or its staff have provided to its customer(s) whether as an individual or as a group.

## ***Who can make a complaint?***

Anyone who is using or is affected by the services provided by Pickering and Ferens Homes is entitled to make a complaint.

### STAGE 1

If you wish to make a complaint you can do so either by telephone, in person or in writing via a letter, fax or e-mail. If you require help in compiling the complaint we will be happy to offer assistance. If you prefer a friend, relative or advisory body e.g. Citizens Advice Bureau can act on your behalf.

When a complaint is received an acknowledgement will be sent to you within 2 working days and the complaint will be logged in our complaints record folder.

A full response will normally be sent to you in writing within 14 days. It is recognised however that sometimes there needs to be a longer period of investigation. If this is the case then staff will agree a response target date with you and put this in writing. The full response will set out our understanding of the complaint, our view on what has happened and what action we propose to take.

We will always try to resolve the complaint at this stage.

## STAGE 2

If you are not satisfied with the response received then you should contact us. An acknowledgement will be sent within 2 working days . The complaint will be the responsibility of a Senior Manager to investigate and try to resolve with you. You will receive a response within 14 days in order to advise of the outcome.

## STAGE 3

If you are not satisfied then you should contact the Director of the association. An acknowledgement will be sent within 2 working days. The Director will again investigate the complaint and a response will be sent within 14 days to advise of the outcome.

## STAGE 4

If you are still not satisfied then you may appeal to the Trustees of Pickering and Ferens Homes. The Director of the association will process this appeal (except where the appeal is about misconduct at directorate level).

## ***WHAT IF MY COMPLAINT IS STILL NOT RESOLVED?***

If your complaint has not been resolved you may appeal to the:

Independent Housing Ombudsman  
Norman House,  
105-109 Strand,  
London  
WCR 20A.

Telephone 0207 836 3630  
Fax 0207 836 3900  
Lo Call 0845 7125 973  
E-mail: [ombudsman@ihos.org.uk](mailto:ombudsman@ihos.org.uk)

Pickering and Ferens Homes  
Silvester House  
The Maltings  
Silvester Street  
Kingston upon Hull  
HU3 1HA  
Tel: 01482 2232783  
Fax: 01482 223805  
Email: [info@pfh.org.uk](mailto:info@pfh.org.uk)  
Website: [www.pfh.org.uk](http://www.pfh.org.uk)

We can also provide this information on audiotape, large print or Braille and in any other minority language.