

ANTISOCIAL BEHAVIOUR AND COMPLAINTS

1) My neighbour is noisy and disturbing me; is there anything you can do?

All Anti-Social Behaviour (ASB) issues should be reported to your Area Coordinator or Scheme Manager. Residents are advised to keep a log of each incident, the times it took place and how long the incidents lasted etc. If necessary depending on the issue, we may involve other agencies such as the Environmental Health Department. Residents are (where appropriate) advised to approach their neighbour in the first instance outlining their concerns.

2) Can you stop my neighbour from feeding the birds?

Residents are advised to approach their neighbour in the first instance outlining their concerns. If the problem persists, then a letter will be sent by the Area Coordinator setting out what is and is not acceptable when feeding birds, e.g. must use a bird table in order to keep the food off the ground. Food left on the ground may cause an environmental issue including rats.

3) How do I make a complaint or give a compliment?

You can do this by email, phone call, letter or visit. We will take all your details and the nature of the complaint / recipient of the compliment and log this information onto our system. You will receive an acknowledgment letter in the post advising who your complaint / compliment has been passed to and what happens next. If you are unhappy with the initial outcome of a complaint, this will go to the next stage. If you would like a copy of our complaints / compliment procedure then please go to our website www.pfh.org.uk or telephone us on (01482) 223783 to request a copy.

We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact Pickering and Ferens Homes on (01482) 223783 www.pfh.org.uk