

We aim to provide a good service for all customers but realise there will be times when things go wrong. When this happens, our first response will always be to try and put it right as quickly as we can.

If you remain unhappy, or if your issue requires a full investigation, it will be registered formally. We will acknowledge your complaint and tell you who is dealing with it within five working days of receiving it.

What is the difference between a Service Request and a Complaint?

We adopt the Housing Ombudsman's definition as follows:

"A service request is a request from the resident to the landlord requiring action to be taken to put something right. Service requests are not complaints but must be recorded, monitored and reviewed regularly."

A Complaint is defined as:

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents."

A complaint will be raised therefore when you express dissatisfaction with the response to your request for service, even if the handling of your service request remains ongoing.

Making Your Complaint

You can make your complaint to any Rykneld Homes staff member. You may telephone, email, write to us, speak to us in person, use the form on our website, by Twitter or Facebook to report your complaint or simply fill in the form in this leaflet (if necessary, please include additional sheets). We are here to help – if you need any help making a complaint just ask any member of Rykneld Homes staff.

Our contact details are below:

Rykneld Homes Ltd
2013 Mill Lane
Wingerworth
Chesterfield
S42 6NG

Phone Number: 01246 217670

Website: www.rykneldhomes.org.uk

Email: contactus@rykneldhomes.org.uk

Complaints received on social media will be responded to in writing to maintain confidentiality where a name and address is provided. We will accept complaints made by advocates who are authorised to act on the complainants' behalf.

Stage One: Complaints Manager

Complaints at Stage One will normally be responded to within 10 working days of the complaint being acknowledged. If your complaint is complex and further time is needed to investigate, we will let you know and keep you informed of progress. We will aim to keep this to less than 10 working days.

The Complaints Manager will investigate your complaint. They will phone or arrange to meet you to investigate and to discuss the outcome before writing to you formally so you can voice any concerns. If you do not think the outcome is justified, you can ask for your complaint to be escalated to Stage Two of our complaints process. We would normally expect you to do this within 20 working days of receiving a Stage One response.

Stage Two: Head of Service/Director

At Stage Two your complaint will be investigated by a Head of Service who is **not** responsible for the service your complaint relates to and reviewed by a Director. The Head of Service will phone or arrange to meet you to investigate and to discuss the outcome before writing to you formally so you can voice any concerns and will discuss the outcome with you prior to issuing the formal response.

Complaints at Stage Two will normally be responded to within 20 working days. If your complaint is complex and further time is needed to investigate, we will let you know and keep you informed of progress. We will aim to keep this to less than 10 working days.

Independent Review

We are a member of the Housing Ombudsman Scheme and comply with its best practice principles in complaint resolution. If you remain dissatisfied following a Stage Two response you can request a review at www.housing-ombudsman.org.uk or write to the Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ.

Matters that are not considered under this Complaints Policy are:

- An initial request for service
- Where the issue took place more than 12 months ago
- Anti-social behaviour unless the complaint refers to our failure to deal with the matter appropriately
- Legal proceedings have been started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at Court
- Anything has already been considered by a Court
- Dissatisfaction with the fairness of our Policies where our Policies have been correctly applied
- Claims for compensation relating to personal injury – you are advised to seek independent legal advice e.g. Derbyshire Law Centre or Citizens Advice. If a claim is received from a Solicitor on your behalf, we will refer this to our Insurer's for consideration
- Attempts to reopen or reconsider complaints that have already been considered under the Complaints Policy.

Persistent Complaints

Where a customer makes complaints that are unreasonable, contain unreasonable demands, made in an aggressive/threatening manner or are unreasonably persistent we will consider restricting a customer's access to the complaints process. For more information please see our Customer Care Policy.

How we Learn from Your Complaints to Help Us Improve our Services

Rykneld Homes continuously analyses the reasons for complaints. We identify lessons we can learn from positive feedback and from individual complaints, and as a result make changes to the way we deliver our services. When we conclude a complaint, the letter will always ask if you have any comments that will help us to improve the Complaints service for future customers.

Tell us about your Complaint

Your details:

Name and Address: _____

Postcode: _____ Phone Number: _____

Email: _____

Please give details of your complaint here:

_____ *Please continue on a separate sheet if necessary*

Tell us what you think we could do to put things right:

Signature: _____ Date: _____

Confidentiality

We treat all complaints confidentially and will handle all information in accordance with Data Protection Regulations.

NO ENGLISH? NO PROBLEM

If you require this publication
in large print or braille
please call us on

01246 217670

Rykneld
HOMES
at the heart of communities



Język polski

W Rykneld Homes zależy nam na dostarczaniu doskonałej jakości usług naszym lokatorom, dzierżawcom i mieszkańcom. Aby porozmawiać z nami po polsku zadzwoń pod numer

01482 971724



For all other languages

01246 217670

Rykneld Homes is a company limited by guarantee, controlled by North East Derbyshire District Council and registered in England and Wales.

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