



**Tees Valley  
Housing**



# Compliments, Complaints and Suggestions

CUSTOMER SERVICE

Residents are our priority and we strive to provide excellent services to fully meet their needs.

Feedback in the form of a complaint, compliment or suggestion is very important to us and is treated seriously. The information gathered is monitored closely and helps us ensure that improvements are made to the services we provide.

When you tell us we have done something well, we use the information to see how we can share good practice across the organisation.

If we have failed in some way, we want to know so that we can put things right, make sure it doesn't happen again and learn from our mistakes.

We use any suggestions we receive from tenants to make sure we continue to provide services our tenants want.

## Complaints

Despite our best efforts, there may be times when you feel we have failed in the service we have provided to you. It is very important to us that you let us know.

### How do you deal with complaints?

If you have a complaint, you can speak to any member of our staff. They will help you and aim to sort out the problem for you. If the matter needs more investigation or is about a member of staff, the details will be taken and it will be passed to a senior manager to deal with.

The senior manager responsible for the service issue will contact you, investigate your complaint and tell you the outcome of your complaint, giving a full explanation for the decision reached.

If the complaint you make is about one of our managers, their director will investigate the complaint.



## Is there anyone else I can turn to if I am still not happy?

If you are unhappy with the decisions made by us, you can contact the Independent Housing Ombudsman, which can investigate and recommend any changes needed. You can contact the Ombudsman at any time; however before the Ombudsman investigates, you must have had your complaint dealt with by us. The Housing Ombudsman can be contacted on 08457 125973 or by logging on to [www.ihos.org.uk](http://www.ihos.org.uk). A leaflet is also available in our offices.

## Do you pay compensation?

If you think we have not met our service standards, you may feel we should pay compensation. All requests for compensation are considered separately. The main reasons for paying compensation are:

- Where you have suffered serious loss of service in your home or we have failed to deliver a particular service which we should have reasonably provided
- Where you have been asked to move from your home so major work can be carried out, reasonable expenses may be paid
- Where requests for compensation relating to a claim for loss or damage to personal property is made and we are seen to be legally responsible

In situations outside our control or in cases where your actions have caused the damage, no compensation will be paid.

We recommend that you insure the contents of your home. We can provide home contents insurance to cover accidental damage, contents and personal belongings. Details of this scheme are available from Gill McPoland on 08000 461600 (free from a landline).

### What are unreasonable and persistent complaints?

Although these cases are rare, there may be times where we will not be able to deal with a complaint. This may be when we have fully investigated and all the options to solve it have been looked into or when an issue is malicious.

The decision on whether we are unable to help will be made by a director and will be made once all the details have been fully studied.

### What about unacceptable behaviour?

Our employees will make every effort to help you; however we do not expect them to put up with abusive, insulting or threatening behaviour. Employees will record any of these incidents. A decision will then be made by a senior manager about whether we will limit our contact with you.

If you have behaved in this way, we will tell you the restrictions and the reasons why.

## Compliments

Compliments are important to us as they show where we are getting things right and recognise the hard work of staff members working to provide services for you.

### How do you deal with compliments?

Any compliment is shared with the staff or teams that have received it, as well as their manager or director. If we can use a compliment to benefit the company, we will make sure it is shared across the business.



## What if I just want to make a suggestion?

Suggestions provide us with valuable information. They can give us new ideas to improve services and show where we are getting things right or wrong so that we can learn from your feedback.

Any comments we receive will be sent to a senior manager who will make sure we use the suggestions when we study our services, policies and procedures.

## Satisfaction

We will contact a number of people, either by telephone, in person or by post to ask for feedback on how satisfied they were with the process of making a complaint, compliment or suggestion. Again any information received from this will be fed into improving our services.

## Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively, for Erimus Housing log on to **[www.erimushousing.co.uk](http://www.erimushousing.co.uk)**

For Tees Valley Housing log on to **[www.teesvalley.org](http://www.teesvalley.org)**

Colour coded information leaflets are available for the following services:



CUSTOMER SERVICE

HOUSING MANAGEMENT

SUPPORT SERVICES



REGENERATION

MANAGING YOUR MONEY

REPAIRS AND MAINTENANCE

#### Arabic

سوف نقوم بتوفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بتسقيقات أخرى عند طلب ذلك.

#### Bengali

আমরা এই তথ্য অনুরোধ করলে অন্যান্য ভাষা, ব্রেইল, বড় হরফ বা অন্য ফর্মতে পাওয়ার ব্যবস্থা করব।

#### French

Nous proposerons ces informations dans d'autres langues, en Braille, en gros caractères ou dans d'autres formats sur simple demande.

#### Hindi

आपके मिलने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में उपलब्ध कराएंगे।

#### Kurdish Sorani

ئەگەر داواکریت، دەتوانین ئەم زانیاریانە بە زمانەکانی تر، بە بریل (شێوازی نووسینی نابینا)، بە چاچی پیتی گەورە یان بە شێوازی تر، دابین بکریت.

#### Polish

Na żądanie udostępnimy te informacje w innych językach, wydrukowane dużą czcionką, napisane pismem Braille'a lub w innym formacie.

#### Punjabi

ਬੇਨਤੀ ਮਿਲਣ 'ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਕਰਵਾਂਗੇ।

#### Russian

Мы сделаем эту информацию доступной на других языках, в виде шрифта Брайля, широкоформатной распечатки или, по требованию, в других форматах.

#### Simplified Chinese

本資訊能夠按需求以其他語言、盲文、大印刷體或者其他格式提供。

#### Traditional Chinese

本資訊能夠按需求以其他語言、盲文、大印刷體或者其他格式提供。

#### Urdu

درخواست کرنے پر ہم یہ معلومات دیگر زبانوں، بریل، بڑی چھپائی یا دیگر بناوٹوں میں فراہم کردیں گے۔

Ref No: CS2  
November 2010



**Tees Valley  
Housing**

Part of the **Fabrick Group**



INVESTOR IN PEOPLE



business for neighbourhoods

