



**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. 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**

For Tees Valley Housing log on to **www.teesvalley.org**

Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر للكلمة المحلية من أي هاتف محمول

Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेडल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

Kurdish

تکایه ئاگدارمان بکۆمه ئهنگەر بۆ تێگهیشتی ئهم زانیاریاته پێویستیت به یارمەتی ههیه. ئهنگەر به پێتی گهوره، زمانێ برێل، یان ههر زمانێکی نیکهت دهوێ، تکایه پهیوهندیمان پێوه بکه له تلهفونی هێڵی زهوییهوه بهی بهرامهر بۆ ژماره 08000 461 600 یان بۆ 01642 233780. ئهنگەر له تلهفونی مۆبایلموه بکری ئهوه به به پاریمکی تێدهچێ ههر ومک تلهفونکردنی ناوخۆ.

Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਂਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے پڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر رینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے



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