

# MAKING A COMPLAINT

This leaflet explains how to make a complaint about poor service. We want to know if you are dissatisfied. Listening to complaints is important to us so we can improve our service.

Although we try to deliver a good service at all times, occasionally things can go wrong. If this happens we would like to hear from you. Your comments are important to us as we use them to try to improve our service to you. Inside this leaflet you will find a tear-off form to fill in and send to us.

## When to use a complaint form

Please use the complaint form if our service is poor or if it has left you dissatisfied or unhappy. For example, you might want to complain if:

- we fail to carry out a repair;
- staff or contractors have been unhelpful;
- we have given you incorrect information;
- we, or the people we employ, are treating certain groups of people unfairly; or
- we have not done something we should have done.

If your home or an item in it needs a repair or replacement, please report this as a repair (see leaflet: *Repairs and maintenance*).

## How to make a complaint

If something has gone wrong but you do not want to use a complaints form, please either write to us explaining what has happened or use a suggestion form, available from our office. If something does go wrong, please make your complaint as quickly as possible.

**Unfortunately we cannot deal with complaints about something that happened more than three months ago.**

Ways to make a complaint:

- fill in the attached form (use extra paper if necessary) and send it to our Complaints Officer.
- complete a form via our website <https://www.kenistonha.co.uk/contact-us/make-a-complaint/>
- phone us on 01689 889700.

**We do not deal with anonymous complaints.**



# MAKING A COMPLAINT

## Help with making a complaint

If you find it difficult to make a complaint by yourself, ask a friend or neighbour to help you, or get independent advice. Various organisations can help you make a complaint, give you advice and, if appropriate, represent you. You could talk to your nearest citizens advice bureau.

## What happens when I make a complaint?

Your complaint goes to our Complaints Officer who will record the complaint and send you an acknowledgement within five working days. The complaint is dealt with by our complaints and resolutions panel who meet once a fortnight. You can speak to the complaints officer at any time. We aim to send you a full written reply within 10 working days. If it is going to take longer we will tell you. You should always get a reply within 20 working days. When we reply to you we will ask you to sign a form to say if you are satisfied with the result of the complaint.

## What if I am not satisfied?

If you are not happy with the outcome, we can pass your complaint to a small panel of members of our board called the complaints panel. They will look at all the relevant papers and the way we have handled your complaint. The panel will invite you to a meeting to make your case in person, although you do not need to go. You can, of course, have someone with you to support or represent you.

## Can I take my complaint to anyone else if I am not satisfied?

If your complaint has gone through both stages of our complaints procedure and you are still not satisfied with our response, you can contact the **Housing Ombudsman Service** at:

**PO Box 152, Liverpool L33 7WQ. Phone: 0300 111 3000.**

**Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk).**

**[www.housing-ombudsman.org.uk/residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)**

You can get leaflets about the Housing Ombudsman direct from the Ombudsman Service or from our office.

Before you can take your complaint to the Housing Ombudsman Service, you can ask your local MP or a local councillor to deal with it. If this is not successful or eight weeks have passed since you heard the outcome of the second stage of your complaint, you can take your complaint to the Housing Ombudsman Service.

**The Ombudsman will not consider a complaint until it has been through all of our complaints procedures.**

Leaseholders are not able to take their complaint to the Housing Ombudsman Service but instead should take it to the First Tier Tribunal.



# MAKING A COMPLAINT

## Compensation

If we fail to meet any of our obligations you may be able to claim compensation. We have our own compensation policy which covers certain circumstances. Or, you can get independent advice.

We do not pay compensation following damage to your home or its contents after, for example, a water leak, unless it is clear that we have been negligent in repairing the property. We strongly advise you to make sure that you are adequately insured for these circumstances. Please ask for a copy of our compensation policy.

## What we do with complaints

We monitor complaints to make sure that we respond within the time limits we set ourselves. We review the progress of all complaints at the fortnightly complaints and resolutions meeting. Our management team reviews complaints once a year.

## Any other questions

If you have any other questions, please contact the Complaints Officer at our office. If you need any more complaints forms you can get them from the office. We are committed to equal opportunities in the way we provide employment and services.

## Hard to read?

If you would like this document in another format, such as large print or a coloured background, or if you would like this or any of our leaflets translated into another language, please contact our office:

**Address:** Keniston Housing Association  
13 Artington Close, Farnborough, Kent BR6 7UL  
**Phone:** 01689 889700  
**Email:** [enquiries@kenistonha.co.uk](mailto:enquiries@kenistonha.co.uk)

# Housing

Ombudsman Service

We can help if you have  
a problem complaining  
to your landlord

## Contact us



0300 111 3000



[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



Housing Ombudsman Service,  
PO Box 152, Liverpool L33 7WQ



[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)



# COMPLAINT FORM

If you want to make a complaint because you are not happy with the service you have received from us, please complete this form and send it to us at our office.

**Address:** Keniston Housing Association  
13 Artington Close, Farnborough, Kent BR6 7UL  
**Phone:** 01689 889700  
**Email:** enquiries@kenistonha.co.uk

## Your details

Title - Mr/Mrs/Ms/Miss

Full name

6 digit tenant or  
leasehold number

Full address

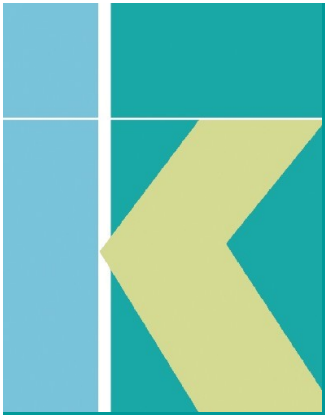
Phone number/s

Email

Preferred method  
of contact

Tell us about your complaint





# COMPLAINT FORM

Please tell us about your complaint. Give as much information as possible including dates.

Continue on an extra sheet if needed.

How would you like us to sort out the matter?

Signed:

Date: