



How to make a complaint

How you can make a complaint if you are
unhappy with the service we provide.

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What is a complaint?

A complaint is when you are unhappy with the standard of service, actions, or lack of action affecting an individual customer or group of customers. A complaint can be made when we have:

- ▶ Failed to provide a service when we agreed
- ▶ Provided a poor standard of service
- ▶ Made a mistake in the way we have provided the service
- ▶ Failed to meet our existing service standards
- ▶ Our policies were not followed correctly

We will only investigate complaints received within six months of the issue occurring.

How can I make a complaint?

Let us know straight away about any problems you have so that we can sort it out for you as quickly as possible.

You can tell us about your complaint in person, in writing, by email, over the telephone, text, using social media, online via our website or by requesting a complaint form.

Our contact details are provided on the back page of this leaflet.



We aim to provide an excellent service to our customers and if we get things wrong we want to put them right and learn from our mistakes. This leaflet tells you about our complaints service and how you can make a complaint if you are unhappy with the service we provide.

Support with making a complaint

The complaints service is open to anyone who receives or requests a service from us.

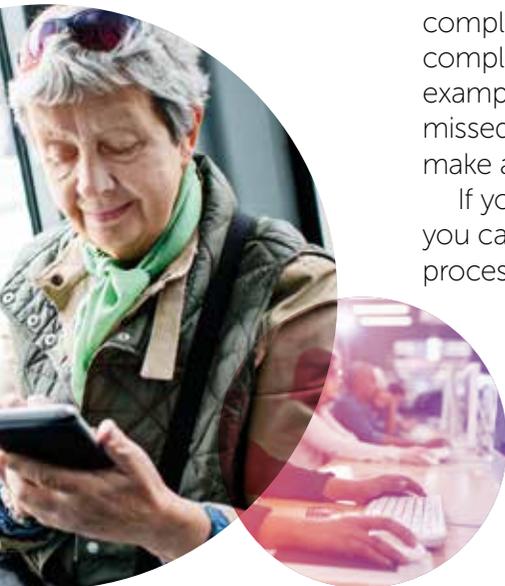
Please tell us if you need help making a complaint. We will be happy to help and provide support. If you prefer you can ask a family member or friend to help. You can also ask for further help and advice from your local Citizens' Advice Bureau, your local Councillor or MP.

'First time fix' complaints

We aim to resolve your complaint within one stage. If the complaint can be easily resolved, it will be dealt with straight away.

We allow two working days to resolve complaints of this nature; this type of complaint is known as a First Time Fix. For example, this would apply where we have missed an appointment and we were able to make a new arrangement that suited you.

If you are not satisfied with the outcome, you can move onto the formal complaints process.



If you need to make a complaint, we will:

- ▶ Listen and deal with your complaint promptly
- ▶ Investigate your complaint fully
- ▶ Keep your complaint confidential at all times
- ▶ Handle things fairly
- ▶ Put right any mistakes and learn from them
- ▶ Apologise when we have got things wrong
- ▶ Help anyone who needs assistance making a complaint

Formal complaints

If we cannot resolve the problem within two working days and a solution is not easily available, we will record this as a Formal Complaint.

All formal complaints will be fully investigated. We will discuss your complaint with you so you are aware of our timescales and the process.

We allow up to one month to respond fully to formal complaints. We will liaise with you to keep you updated on progress until the complaint is resolved.

Complaints Advisors

We have trained tenants who are Complaints Advisors and will act as an independent person.

Complaints advisors will be involved in the initial discussions of complaints that are more complex.

They will work with us to decide whether there is anything further we can do to resolve the complaint fully, before making a decision.

Learning from complaints

We will review all complaints regularly to make sure they are being dealt with effectively and consistently.

Most importantly, we use complaints to identify areas of our service where we need to make changes, so that the service you receive continues to improve.

What to do if you are still unhappy

If you are still unhappy after you have been through our complaints process, you can ask the Housing Ombudsman to consider your case.

The Housing Ombudsman can only consider complaints from tenants, leaseholders or applicants for housing.

- ✉ Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ
- ☎ 0300 111 3000
- ✉ info@housing-ombudsman.org.uk
- 🌐 housing-ombudsman.org.uk

For Care and Support complaints, customers can refer their complaint to the Care Quality Commission, and if your complaint is about our Money Guidance Service you can ask the Financial Ombudsman Service to consider your case.



How to contact us

By phone

Longhurst Group customers

 0300 123 1745

Dedicated phoneline for leaseholders

 0345 60 88 006

Online

 longhurst-group.org.uk/contact

 facebook.com/LonghurstGroupHome

In writing

Boston office

Longhurst Group,
Leverett House,
Gilbert Drive, Endeavour Park,
Boston PE21 7TQ

Birmingham office

Longhurst Group,
50 Newhall Hill,
Birmingham B1 3JN

Rushden office

Longhurst Group,
1 Crown Court
Crown Way, Rushden
Northamptonshire NN10 6BS

Peterborough office

Longhurst Group,
Axiom House,
Cottesmore Close,
Peterborough PE3 9TP

This information is also available on our website:

 longhurst-group.org.uk/complaints
