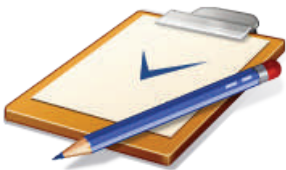




## Customer Feedback Complaints, Comments and Compliments



Reader Group approved

If you would like this leaflet in any other format please contact the Customer Service Team on **01484 435715**

## **Customer Feedback Form**

### **Helping us to Improve our Services to you**

#### **How to make a Complaint, Comment or Compliment**

We aim to provide the best possible service to our customers and to continually improve what we do. You can help us to do this by providing feedback. This can be by making a complaint, comment or compliment or by completing satisfaction surveys.

#### **What is a complaint?**

A complaint is an expression of dissatisfaction with the services provided by Sadeh Lok. This may include where we have failed to provide a service that you have requested.

#### **What is a comment?**

A comment is a suggestion about how Sadeh Lok can improve our services

#### **What is a compliment?**

If you are happy with the service you have received we would like to hear about it. This helps us to identify where we perform well and pass your views onto the people concerned.

## **Seven easy ways to make a complaint, comment or compliment**

There are many ways in which you can make a complaint, comment or compliment which include:

- In person
- By phone
- In writing
- By e-mail
- Via the Sadeh Lok website – click on contact us and e-mail the Customer Service Team
- By fax
- By completing the form included with this leaflet

All contact details are listed on pages 7 and 8 of this leaflet

If you have asked someone to deal with the matter on your behalf we will be happy to respond to them if we have your permission. We can also let you know where to go if you would like independent advice for example from the Citizens Advice Bureau (CAB) or Housing Advice Centre. Please ask if you would like more information about this.

## The Complaints Procedure

If you are not satisfied, your first point of contact should be the Customer Service Team. The staff there will have the information needed and may be able to put things right straight away. If you are still not satisfied you can make a complaint.

Sadeh Lok's complaints procedure consists of 3 stages:

### Stage 1

At **Stage 1** your complaint will be fully investigated. We aim to carry out the investigation and respond to you within 10 working days, however sometimes it may take longer to carry out a thorough investigation of all the facts. If it takes longer we will keep you informed of the progress.

### Stage 2

If you feel your complaint has not been fully resolved at **Stage 1** you can ask for your complaint to be moved to **Stage 2**. At **Stage 2** a Senior Manager at Sadeh Lok will review the decision that was made.

Again we aim to do this within 10 working days however this may take longer and if so we will keep you informed of the progress.

### Stage 3

If you feel your complaint still has not been resolved at **Stage 2** you can ask for it to be moved to **Stage 3**. At **Stage 3** you will be invited to attend a Complaint Review Panel. The panel will consist of three people, which will include at least one Sadeh Lok Board Member, one Senior Manager or Director who has not already been involved in the investigation and if you wish it may also include a member of the Sadeh Lok Residents' Panel. You may also bring a friend or representative with you.

This is the final stage of Sadeh Lok's complaints procedure.



All complaints are monitored to help us to improve our services. Following the closure of your complaint we will contact you to ask your view about the complaint procedure.

### Customer Feedback Form

You can use this form to make a complaint, comment or compliment about our services

Name:	
Address	
Is this a complaint comment or compliment	
What date did the incident occur	
Have you spoken to a member of Sadeh Lok Staff	Yes/No
Details of complaint:, comment or compliment?	
What Action do you think Sadeh Lok can take to resolve this issue:	

RESPONSE LICENCE NO.  
NEA4247

**211**

Sadeh Lok Housing  
Trafford House  
11 Halifax Road  
HUDDERSFIELD  
HD3 3BF

## **The Independent Housing Ombudsman Service**

If you feel your complaint remains unresolved following the Panel's decision you may refer your complaint to the Independent Housing Ombudsman's Service (IHO).

The IHO will normally only consider a complaint after it has been investigated and reviewed at all 3 stages of Sadeh Lok's complaints procedure.

Contact details for the IHO are:

Housing Ombudsman Service

81 Aldwych

London, WC2B 4HN

Tel: 020 7421 3800

Fax: 020 7831 1942

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

Website: <http://www.ihos.org.uk>

Leaseholders can also contact:

The Leasehold Valuation Tribunal

Residential Property Tribunal Service

First Floor

5 New York Street

Manchester, M1 4JB

Tel: 0845 100 2614 or 0161 237 9491

Fax: 0161 237 3656

Email: [northern.rap@communities.gsi.gov.uk](mailto:northern.rap@communities.gsi.gov.uk)

