

**CUSTOMER
FEEDBACK**



A guide to let us know how you feel about the service we provide to you

**Creating homes
shaping places**





Our customers are at the heart of what we do. We want to deliver great customer experience and welcome all feedback. As such, we may sometimes contact you for feedback by carrying out research or asking you to take part in a survey.





COMPLIMENTS

It's great to hear when we have done well, so any compliments will be passed on to those employees' who have delivered great service.

DISSATISFACTION

We understand that sometimes things go wrong. As soon as we are aware that you feel dissatisfied with the level of service we have provided, we will take the necessary steps to put things right.

COMPLAINTS

If you think that we have not managed your dissatisfaction appropriately and wish to raise a formal complaint, please let us know. We will acknowledge this in writing within three working days.

FORMAL COMPLAINT (STAGE ONE)

Complaints are logged and managed by a specialist team within CHP who will make sure we investigate fully and that any outcome is fair, reasonable and impartial. They will contact you within 10 working days of us receiving your complaint with their findings and resolution.

If your complaint is more complex, we may need longer to investigate but we will contact you to keep you fully informed.

APPEAL (STAGE TWO)

If you feel we have not fully answered the issues raised in your complaint, you will need to let us know the reason for your dissatisfaction and the outcome that you expect within 20 working days from the date our resolution was sent to you.

Your complaint will then be referred to our Appeal Panel who will review your original complaint, how we have dealt with it and your reasons for not being happy with our response.

You can choose whether or not to attend the Appeal Panel meeting. We understand that some customers may feel uncomfortable attending a panel meeting, so we are happy for you to bring a friend or family member with you for moral support. You may wish them to speak on your behalf to present your views.

After the meeting we will contact you within five working days with the outcome of the Appeal Panel.





EXTERNAL REVIEW

If you have been through our appeals process and still feel dissatisfied with the outcome you can either:

- Contact a 'Designated Person', which could be your local MP or Councillor, or a Tenant Panel, who will look at your complaint and try to resolve it. This is known as the 'democratic filter' and is an additional step designed to help you in resolving your complaint. If the Designated Person is unable to resolve your complaint they may decide to refer it to the Housing Ombudsman;
- Contact the Housing Ombudsman directly, without going through the democratic filter. Their rules state that you cannot do this until eight weeks following the Appeal Panel decision.

The Ombudsman can be contacted at:

Exchange Tower, Harbour Exchange Square, London E14 9GE

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk



Please contact us if you would like a copy of this document in large print, on CD or in another language.

Proszę się z nami skontaktować, żeby otrzymać ten dokument w wersji dużym drukiem, na płycie CD lub w innym języku. (Polish)

倘若您需要本擋以大字體、音頻格式(CD)或另外一種語言提供、請聯絡我們。(Cantonese)

Bu belgeyi büyük boyutlu baskı olarak, CD ortamında veya başka bir dilde edinmek istiyorsanız lütfen bizimle irtibata geçin. (Turkish)

Kreipkitės į mus, jei norėtumėte gauti šio dokumento kopiją stambiu šriftu, jo garso įrašą kompaktiniame diske arba jei norėtumėte jį gauti kita kalba. (Lithuanian)

আপনি যদি এই নথিটির একটি কপি বড় অক্ষরের ছাপায়, সিডি তে অথবা অন্য একটি ভাষায় পেতে চান, অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। (Bengali)

IF YOU HAVE ANY QUERIES PLEASE CONTACT US:

Tel 0300 555 0500
Text relay 18001 0300 5550 0500
Email enquiries@chp.org.uk
Write to Myriad House,
33 Springfield Lyons Approach,
Chelmsford, CM2 5LB



@CHPHomes

