

# Your guide to

## Comments, complaints and compliments

We welcome feedback on our services, whether positive or negative.

We will actively listen to you to resolve the complaint. Effective handling of complaints increases customer confidence and satisfaction and provides valuable insights into what we do well and where we need to improve.

### Comment

Anyone can make a comment to highlight an area of strength or weakness. Comments are used to continuously improve our service.

### Compliment

You can make a compliment if you have a relationship with Notting Hill Genesis. Compliments are passed on to the relevant staff manager and their line manager and are used to identify areas of good practice.

### Complaint

If you receive a service from us, you can make a complaint. Complaints can be made on our website or by letter, phone, or in person (contact details can be found at the end of this guide). We will cooperate in the same way with an intermediary formally authorised to act on your behalf.

Complaints should be made within a reasonable period which would normally be within twelve months of the matter occurring. We will try to deal with the issue right away. All complaints will be logged and, if we're unable to resolve the issue right away, it will be investigated by the relevant member of staff.

We will contact you by your preferred method within 2 working days to acknowledge receiving your complaint, making sure that we are clear on what you would like to happen to resolve the issue and being clear about timescales. If the timescales need to be changed for any reason, we will agree a new timescale with you. We will keep you informed throughout the investigation of your complaint.

Complaint responses will be made via your preferred method, and will always include a written response, normally within 10 working days. The written response will detail any follow up actions that are required to resolve the complaint and give a timescale for when these are expected to be complete.

Making a complaint will not result in any adverse changes to the services that you receive from us. We will not treat you any differently if you make a complaint.

### Review

If you believe that we have not provided you with an adequate response, or believe that our response is wrong, you can request a review via our website, by letter, phone, or in person.

The review will be carried out by an independent reviewer, who was not involved in making the initial decision. They will contact you directly to discuss the complaint and you will receive a final written response within 20 working days of the date you submitted your review request.

Upon receiving the review response, you will have exhausted our internal complaints process.

### More information

You can find more detail about making comments, complaints or compliments about Notting Hill Genesis in our Complaints and Compliments Policy which is available on our website. Alternatively, the policy is on display in your service on a communal noticeboard and staff members on site will be happy to provide you with a copy on request.

## The Housing Ombudsman

If you are not satisfied with the outcome of your housing complaint after it has been reviewed you can refer the complaint to: **The Housing Ombudsman Service.**

**Address:** Exchange Tower, Harbour Exchange Square, London E14 9GE

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

**Phone:** 0300 111 3000

**Please note:** The Housing Ombudsman will usually only look at a customer complaint once it has been through our own appeal process, and after 8 weeks have passed since our final review response. In addition, under the Localism Act 2011 customers now have the right to ask a designated person to assist them in facilitating local resolution of their complaint instead of referring to the Ombudsman.

## The local Government and Social Care Ombudsman (LGO)

If you are not satisfied with the outcome of your care complaint after it has been reviewed you can refer the complaint to: **The local Government and Social Care Ombudsman**

**Postal address:** PO Box 4771, Coventry CV4 0EH, United Kingdom

**Website:** [www.lgo.org.uk](http://www.lgo.org.uk)

**Phone:** 0300 061 0614

We will co-operate fully with the Ombudsman Service during any investigation and comply fully with the resulting decision, which will be binding on us.

## Compensation

Where we have failed to fulfil a service obligation, we will consider making an offer of compensation. However, these are only considered where no practical action can be identified to remedy the situation.

We consider financial compensation where:

- We have failed to follow our published policies
- There have been unreasonable delays against our service standards

You can read our Compensation Policy for more information and a summary of payments that we consider making. Again, this can be found on our website and staff on site will be happy to provide you with a copy on request.

## How to contact us:

### In person or face-to-face:

You can provide us with feedback simply by talking to any member of Notting Hill Genesis staff you feel comfortable talking to, this could be a Supported Housing Assistant, Supported Housing Officer, Housing Delivery Manager or Regional Business Manager. If this feedback amounts to a complaint, we will respond as described in this guidance.

### Website:

You can fill in an online contact form with as much detail as possible on the Comments, Compliments and Complaints page on our website: [www.nhg.org.uk](http://www.nhg.org.uk)

### Letter:

You can post a letter to us at: **Comments, Compliments and Complaints; Notting Hill Genesis; Bruce Kenrick House, 2 Killick Street, London, N1 9FL.**

### Telephone:

You can speak to a member of our customer service team on: **020 381 5000**