

MAKING A COMPLAINT

This booklet will explain what to do if you are not happy and what happens next.





We are here to help you feel safe, supported, and happy in your home. If you are not happy with how we have dealt with something or with a member of our team, you can make a complaint. This booklet will explain how to do this and what happens next.

When a complaint is made, we are committed to treating everyone with respect, and honesty in dealing with the matter. Your feedback also helps us continuously improve our service.



WHAT IS A COMPLAINT?

A complaint is when you tell us you are not happy about something, such as:

You are unhappy with how we have dealt with anything to do with your home or our service standards

A member of Encircle Housing team

The support you are receiving

Anyone that we work with



OUR COMPLAINTS POLICY

Our Complaints Policy explains what you can expect from us. Read our latest documents:

Complaints Policy: www.encircleha.co.uk/complaints-policy

Self-Assessment: www.encircleha.co.uk/self-assessment

Annual Complaints Service Improvement Report:
www.encircleha.co.uk/complaints-report

Scan the QR code for our complaints documents





HOW TO COMPLAIN

You can make a complaint in different ways or ask someone you trust to make a complaint on your behalf:



Talk to us: Speak to a member of our team

Call us: 0330 390 0517

Fill out a form: www.encircleha.co.uk/complaints-form

Online: www.encircleha.co.uk/complaints

Send an email: complaints@encircleha.co.uk

Write to us: Complaints Officer, Encircle Housing, First Floor,
Lister House, Lister Hill, Horsforth, Leeds LS18 5AZ

Our Complaints Officer will initially deal with your complaint confidentially.
A manager will then investigate it.

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STAGE 1

If you are unhappy with a service we have provided or we have been unable to resolve an issue to your satisfaction, a complaint can be logged under our Stage 1 formal complaints process. When you make a formal complaint:

We will acknowledge your complaint within 5 working days of receiving it

A manager will investigate your complaint and send you a written reply within 10 working days. We will keep you informed of progress until it has been resolved

We aim to resolve your complaint fully within 15 working days. If we need more time, we will explain why and agree on a new timescale with you

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STAGE 2

If you are not happy with our Stage 1 response, you can ask for a review, which has to be received within 10 working days of closing of the Stage 1 complaint.

A senior panel, which will be the Managing Director and a Non-Executive Director, will review your complaint

If your complaint is about the Managing Director, it will be reviewed by the Chair and at least one Non-Executive Director

We will acknowledge your complaint within 5 working days of receiving it. We will investigate your complaint and send you a written reply within 20 working days.

We aim to fully resolve your complaint within 25 days. If we need more time, we will explain why and agree on a new timescale. We will keep you informed of the progress

You or your representative can request a review panel meeting in person or via a video call

IF YOU RAISE ADDITIONAL COMPLAINTS



If your new complaints are related to the current investigation, we will include them in our response at Stage 1 or 2 if we have not replied yet



If we have already replied, and your new complaint/s are unrelated, we will treat them as a new complaint



COMPENSATION

We know we do not always get things right. If this happens, we will try to fix the problem quickly. If the service you received was poor, we may offer compensation.

The Head of Service and Managing Director will decide:

- When to offer compensation
- How much compensation to give
- How the payments will be made



If you are still unhappy about the decision, the Head of Service or Managing Director can ask the Board of Encircle Housing to review your case. The Board will review any compensation offered. This will be based on the individual case circumstances.

CONTACT THE HOUSING OMBUDSMAN

If you are unhappy with how Encircle Housing has dealt with your complaint, you can contact the Housing Ombudsman Service.

The Housing Ombudsman is an independent organisation that helps tenants with complaints. They are free to use and fair to everyone.

Website: www.housing-ombudsman.org.uk

Telephone: 0300 111 3000

Write to: Housing Ombudsman Service, PO
Box 152, Liverpool, L33 7WQ



CONTACT US

If you have any questions or would like some help and advice, please get in touch:

Call: 0330 390 0517

Email: contactus@encircleha.co.uk

To report a repair call: 0330 094 0142

Email: repairs@encircleha.co.uk

Encircle Housing, First Floor, Lister House, Lister Hill, Horsforth, Leeds LS18 5AZ

Encircle Housing. Registered Provider of Social Housing number 4784 and
Co-operative and Community Benefit Society FCA Number 8071.
Encircle Housing has charitable rules.