



Complaints

Willow Tree Housing Partnership (WTHP) is committed to providing services that effectively and efficiently meet residents' needs. We will listen to resident's experiences and respond to comments and complaints. Sometimes things do go wrong and when this happens WTHP will work hard to put things right.

This leaflet tells you what you can do if you are unhappy with any of the services we provide. It also tells you how to make suggestions to improve our service. A full copy of our complaints policy is available by writing to our offices.

WTHP sees complaints and suggestions as ways to improve our service and to help us to shape how our services are provided.

What is a Complaint?

WTHP defines a complaint as an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

Examples of a complaint include when WTHP:

- Does something wrong or badly, fails to do something we should do, or does not provide a service in the time expected or specified.
- Fails to treat someone with fairness and respect (this includes staff and contractors).
- Fails to meet its legal duties.

Who can complain?

Anyone can complain about a service provided by WTHP, although it is normally a resident or service user. If you are unable to make a complaint yourself, you can nominate someone to speak for you, such as a relative.

Informal Complaints

If you are unhappy with a service or decision made by WTHP you should contact the person who has been dealing with you. WTHP tries to resolve most complaints at this informal stage. However, if you are still not satisfied, you can make a formal complaint.

How to complain?

We accept complaints in any format, by phone, e-mail, letter, or by visiting our offices. Our contact details are at the end of this leaflet.

How will your complaint be dealt with?

There is an informal stage and two formal stages to our complaints procedure.

Complaint Stage	Informal	Stage 1	Stage 2
Who deals with the complaint	Front line staff	Manager	Review Panel

WTHP aims to resolve complaints at the earliest stage possible. In fact, most complaints are resolved at the informal stage by the local staff responsible for the service, such as, the Housing Officer. However, if the complaint is not resolved informally, you can make a formal complaint.

Normally, for formal complaints, we would try to visit or phone you to discuss your complaint and how it might be resolved. In any case, at each stage you can expect to get a written response to your complaint, which outlines our decision and the reasons for it. You will also be told how to appeal if you are not satisfied with the decision we make.

For Stage Two, a Review Panel will be convened and they will review the case and may ask to talk to the person who has made the complaint. The Review Panel will be made up of one senior member of staff who has not previously been involved in the complaint, one Board Member and one resident (if available and with the consent of the complainant). If a resident is not to be part of the Review Panel, an additional Board Member will attend.

What will the outcome be?

This will depend on the circumstances of the complaint. Where things have gone wrong, we will try to put them right and to apologise for our mistake. We will also try to learn from complaints so that the same thing is not repeated. Where we do not agree with your complaint we will tell you and explain why.

What about compensation?

Generally, we will only consider claims for compensation where you have lost financially because of something we have done or not done. WTHP is a not for profit company with charitable objectives, and in most cases we cannot make payments for inconvenience. If you think you have lost financially because of a mistake by WTHP, please let us know.

Who else may be able to help?

The Housing Ombudsman Service

The Housing Ombudsman Service was set up by Parliament to deal with complaints against Housing Associations. They are not on the side of the landlord or resident, but form their own views on an impartial basis. You can complain to the Housing Ombudsman about the way your home is managed or the way that WTHP deals with you.

Normally you need to go through WTHP's complaints procedure before contacting the Housing Ombudsman.

You can get a leaflet or make a complaint to the Housing Ombudsman by

Phone 0300 111 3000

E-mail info@housingombudsman.org.uk

Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,
Somerset BS26 2TN

Tel: 01934 750780

customerservices@willowtreehousing.org.uk

Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth
Devon, PL1 3LF

Tel: 01752 250902

www.willowtreehousing.org.uk