

swan



# Complaints and compliments –

How to make a complaint,  
and pay us a compliment



## Complaints and Compliments

We know we occasionally make mistakes. We know you might feel unhappy about a service we have provided. When this happens, making a complaint can help us solve the problem. By solving the problem, we can learn from our mistakes to make sure the same problem doesn't happen again. This will help us to improve the services we give to all our residents.

At the same time, when we do something well, we like to know about it. This helps us to understand what you think is a good standard of service – and it means that our staff know when they've done a good job.

## Dealing with complaints

To make sure we deal with any complaints fairly and consistently, we follow a structured procedure. This leaflet explains how you can make a complaint and the stages we follow to sort out your problem.

You might complain because, for example, we have:

- not given you a service;
- given you a poor standard of service;
- not met our service standards;
- not treated you fairly; or
- not followed our own policies or procedures.

**If you have a complaint about someone who isn't one of our employees or contractors, we will deal with this in a different way. For example, if you report a noisy neighbour, we would deal with your problem through our anti-social behaviour and harassment procedure.**



## Our complaints service standards

We will:

- let you know within three working days that we have received your complaint;
- send you a full response within 10 working days of receiving your complaint;
- apologise to you, explain what happened and try to put the situation right as soon as possible;
- keep you up to date and let you know if you are entitled to compensation;
- learn from our mistakes so they don't happen again;
- tell you about any improvements we make as a result of your complaint; and
- ask you how you felt we handled your complaint at the end of the process.

## Our service standards

We have agreed each of our service standards with a group of residents. The service standards tell you what level of service you can expect from us.

We will check regularly to see if we are meeting these service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

## How to make a complaint or pay us a compliment

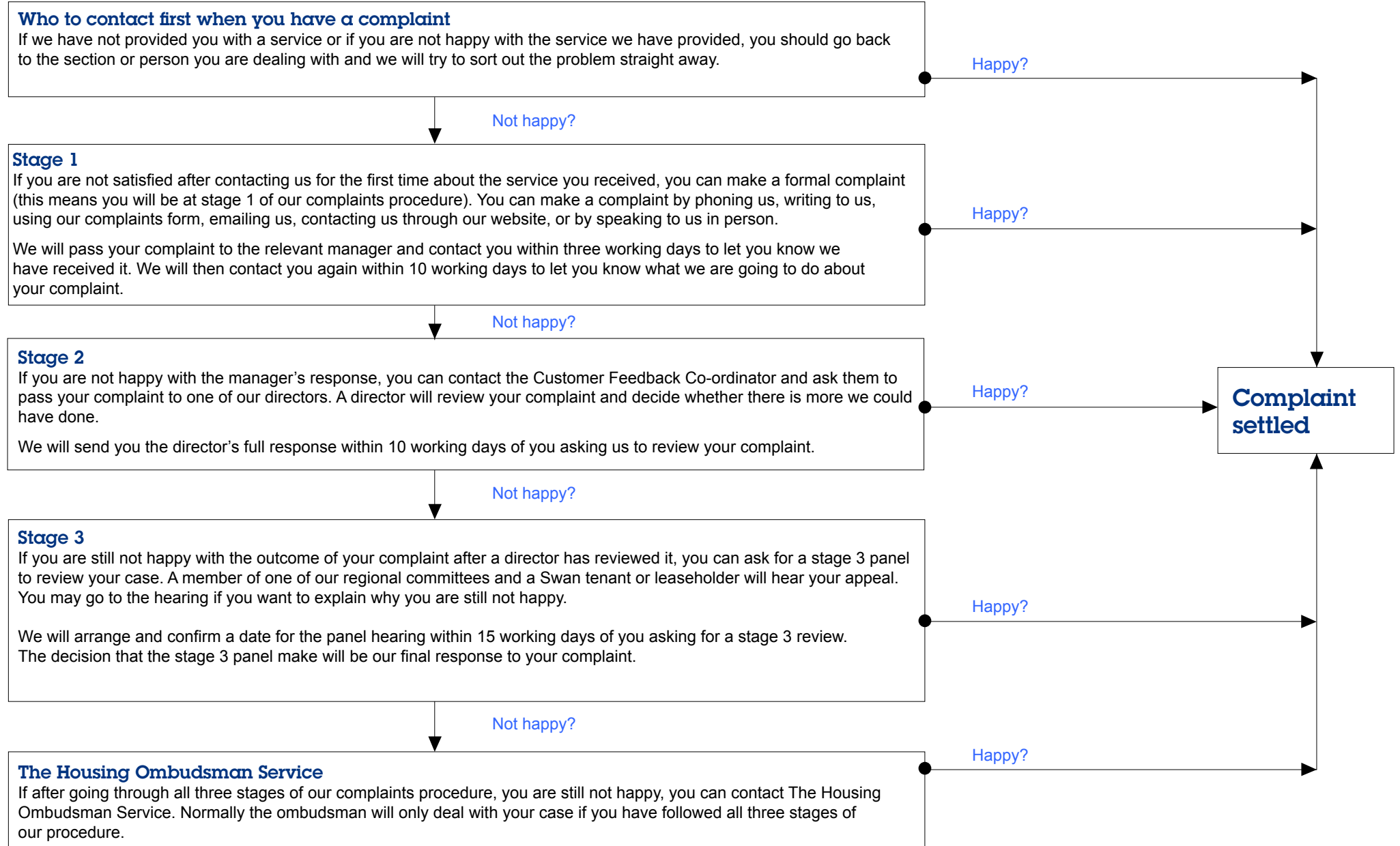
You can make a complaint or pay us a compliment in the way that is easiest for you. You can:

- talk to a member of staff, either on the phone or in person;
- write to us using the attached complaints form; or
- email us or contact us through our website.

We do not deal with the following under this complaints procedure.

- If you ask for a service for the first time.
- If you ask for information for the first time.
- If you have a complaint about neighbours or antisocial behaviour. (We deal with these complaints using different procedures.)

## Our complaints procedure





## The Housing Ombudsman Service

If, after going through all three stages of the complaints procedure, you are still unhappy, you can contact The Housing Ombudsman Service.

Write to:

**The Housing Ombudsman Service**  
**81 Aldwych**  
**London WC2B 4HN**

Phone:

**0300 111 3000**

Normally, the ombudsman will only deal with your case if you have followed all three stages of our complaints procedure.

## Customer complaints satisfaction survey

When we have dealt with your complaint we may ask you to fill in a customer complaints satisfaction questionnaire. This is so that we can monitor how satisfied customers are with how we deal with complaints and so we can continue to improve our service.

We may also ask you equality-monitoring questions as part of this process (for example, by asking what your gender or ethnic background is.) This is so that we can make sure that we are treating everybody in the community fairly.

## Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

You can also contact us through our website at **[www.swan.org.uk](http://www.swan.org.uk)** or at:

### Head Office

Swan Housing Association  
Pilgrim House  
High Street, Billericay  
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association  
Cygnet House South  
10 Chrisp Street  
London E14 6LL.

Available in other formats and languages

### English

This information tells you about **complaints and feedback**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

### French

Ces informations traitent de **complaints and feedback** (réclamations et suggestions). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

### Polish

Niniejsze informacje dotyczą tematu **complaints and feedback** („Reklamacje i komentarze”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

### Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **complaints and feedback** (“Cabashada iyo soo Jawaab-celis”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

### Bengali

এই তথ্যে আপনাকে **complaints and feedback** (অভিযোগ এবং পতিক্রিয়া) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500**-এ যোগাযোগ করুন

### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **complaints and feedback** (ਸ਼ਿਕਾਇਤਾਂ ਅਤੇ ਪ੍ਰਤੀਪ੍ਰਸ਼ਟੀ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

### Arabic

تشير هذه المعلومات إلى **complaints and feedback** (“الشكاوى والتقييمات”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

### Urdu

یہ معلومات آپ کو **complaints and feedback** (“شکایات اور تبصرہ”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.





### Our complaints and compliments form

Please fill in this form and send it to the Customer Feedback Co-ordinator at:

Head Office, Swan Housing Association, Pilgrim House  
High Street, Billericay, Essex CM12 9XY

I want to:  make a complaint  pay a compliment

### Your details

Name:

Address and postcode:

Daytime phone number:

### Details of your complaint or compliment

Please use the space below to explain the problem or to explain why you want to pay us a compliment. If you are complaining, please give dates and details of who you have already spoken to about the problem (if this applies).

### If you are complaining, how would you like us to sort out your complaint?

Please sign below.

Signed:  Date: / /

### Monitoring equality

We want to make sure that all our customers are treated fairly and equally. To help us to do this, please tell us the following information.

1 Are you a disabled person? Yes  No

### 2 If you have ticked 'Yes', how would you describe your disability? (Tick all that apply to you.)

I have a hearing problem.

I have a speech or language problem.

I have a mobility problem (difficulty getting around).

I have a sight problem.  I have a learning disability.

I use a wheelchair.  I have a mental-health condition.

I have a long-term illness or condition. (such as cancer, diabetes or epilepsy)  I am dyslexic.

Other  (please tell us below)

continued overleaf

3 How old are you?  years

### 4 Are you:

male?  female?  transgender?

### 5 Are you:

Heterosexual (straight)?  lesbian?  gay?  bisexual?

Tick here if you prefer not to say.

### 6 What is your ethnic group?

#### A White

English  Irish  Scottish  Welsh

Traveller from an Irish background  Eastern European

Other  (please tell us below)

#### B Mixed ethnic background

White and Black Caribbean  White and Black African

White and Asian  Other  (please tell us below)

#### C Asian or Asian British

Indian  Pakistani  Bangladeshi  Korean

Vietnamese  Chinese  Other  (please tell us below)

#### D Black or Black British

Caribbean  African  Somali  Other  (please tell us below)

#### E Other ethnic group

Romany Gypsy  Other group not listed above  (please tell us)

### 7 What is your religion?

Christianity  Sikhism  Buddhism  Hinduism

Islam  Judaism  I do not follow a religion.

I prefer not to say.  Other  (please tell us below)