



Community  
Housing

# Compliments, Complaints and Comments



[www.sw9.org.uk](http://www.sw9.org.uk)

Part of  
**Network  
Homes**

## Compliments, complaints and comments

At SW9 Community Housing we are committed to providing a first class service for our residents. To help us do this, we need to know what you think.

**Compliments** - If you are pleased with our services, please let us know. You can tell us about what we have done well and acknowledge the hard work of our staff.

**Complaints** - We recognise that sometimes things go wrong. When this happens we want to know, so we can put things right and improve our service to you and others.

**Comments** - Sometimes you may wish to give us some feedback that is neither a compliment or complaint, but could help us to deliver a better service in future.

You can submit a compliment, complaint or comment by letter, email, in person or by telephone. Our contact details can be found on the back of this leaflet along with a simple to complete form.



## What is a complaint?

**A complaint is when you think we have:**

- failed to do something that we should have done.
- done something that we should not have done.
- not met our published standards.

You should raise your complaint with us as soon as possible so we can resolve it quickly. We don't normally investigate complaints about issues that happened more than six months ago.

## What is not a complaint?

- An initial request for a service, such as when you report a repair for the first time.
- Where you are disputing service charges - there is a separate procedure for this.
- An anti-social behaviour issue, as these are dealt with under another procedure.
- An appeal against action resulting in court proceedings or matters subject to ongoing legal proceedings.

## Who can complain?

Any of our tenants or leaseholders can make a complaint. It is also possible to make a complaint if you are acting on behalf of a tenant or leaseholder.

**What we need to know when you make a complaint:**

- who you are and where you live.
- what your complaint is about.
- if you have already spoken to a member of staff about it.
- what you would like us to do to put it right.

# How we will deal with your complaint

**We have a two stage process:**

## **Stage 1**

We will make every effort to resolve the problem the first time you contact us. If we are unable to resolve your problem straight away we will investigate and provide you with our decision within 10 working days. If we are unable to provide a response by then a new date will be agreed with you.

## **Stage 2**

If you are not satisfied with our response at stage 1, you have 30 calendar days to tell us why you want to take matters further and how we can resolve your complaint. A Network Homes executive director will oversee a review of your complaint with support from the central complaints team. You will be provided with our final decision on your complaint within 20 working days. If we are unable to provide a response by then, a new date will be agreed with you.

If you are dissatisfied with the stage 2 decision you can refer your complaint to the Housing Ombudsman. We will explain how you can do this as part of our stage 2 response.

**We will not deny a request to escalate a complaint to stage 2 unless:**

- we are continuing our investigations.
- you have not provided specific reasons for requesting a review.
- your request is solely related to the level of compensation awarded at stage 1.



## How to make a complaint

You can make a complaint in any of the following ways:

- By visiting our website [www.sw9.org.uk/complaints](http://www.sw9.org.uk/complaints)
- By calling us on **0207 326 3700**.
- By emailing us at [info@sw9.org.uk](mailto:info@sw9.org.uk)
- By writing to us at **SW9 Community Housing, 6 Stockwell Park Walk, London, SW9 0FG**.
- By filling out the **form** on the opposite page and handing it in at the SW9 Community Housing office.

## If you need help making a complaint

- If you need help with making a complaint please call us on **0207 326 3700** or email [info@sw9.org.uk](mailto:info@sw9.org.uk)
- You can receive free independent advice from the Citizens Advice Bureau. Visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for further guidance.

For more information about our complaints process, visit our website [www.sw9.org.uk](http://www.sw9.org.uk)

We can provide this document in other formats including Braille, large print or audio CD. Sometimes, we can also help with translations into other languages. If you require this service, please contact our Customer Service team at [info@sw9.org.uk](mailto:info@sw9.org.uk)



## Compliments, complaints and comments form

Your name \_\_\_\_\_

Your address \_\_\_\_\_

Is this a... (please ✓ tick)

Compliment    Complaint    Comment

Please use this space to tell us about your compliment / complaint / comment

If this is a complaint, what would you like us to do to put it right?



Have you spoken to a member of staff about this before now?

If so, who did you speak to?

**Thank you for taking the time to complete this form.** Please return it either in person or by post to SW9 Community Housing, 6 Stockwell Park Walk, London, SW9 0FG.



## Contact us

-  [www.sw9.org.uk](http://www.sw9.org.uk)
-  [info@sw9.org.uk](mailto:info@sw9.org.uk)
-  020 7326 3700
-  6 Stockwell Park Walk,  
London, SW9 0FG
-  @sw9housing
-  SW9 Community Housing

