

Making a complaint



How to make a formal complaint

We want to provide our customers with an excellent service. However, we accept that sometimes we get things wrong and when we do, we want to put them right.

We use customer feedback to learn and help us improve our services.

If you are not satisfied with our service, please tell us. The simplest and quickest way to deal with a problem is to discuss it with a member of staff. Where we can, we will aim to resolve the issue with you then and there.

If you still feel dissatisfied or wish to make a formal complaint you can do so at any time.

You can make a formal complaint by phone, email or face to face, or by completing and returning the form included in this leaflet.

In some cases, the complaints procedure may not be the best way to deal with your issue. In these circumstances, we will work with you to agree the next steps.

Reasonable adjustments

We are committed to ensuring that disabled and vulnerable customers are not disadvantaged in accessing our complaints process. You should contact us in the first instance to discuss any individual needs you may have.

Use of an advocate

You may choose to have a representative or advocate act on your behalf; we will need your permission for this, so please contact us in the first instance.

Contact us

If you would like more information or you are unhappy with how your complaint is being handled at any stage, please speak to our Customer Resolution Team.

Telephone: 0300 303 1010
enquiries@paradigmhousing.co.uk

Next steps

If you have exhausted both stages of our complaints process and are still dissatisfied with the outcome, you can take your complaint to a Designated Person, an MP or your local Councillor. Alternatively, eight weeks after the final decision, you can contact the Housing Ombudsman directly.

Housing Ombudsman Service

Residents can contact the Housing Ombudsman for advice and support at any stage of the process. They will only consider formal investigations once our internal complaints process has been exhausted.

The Housing Ombudsman can be contacted via:

Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ

Telephone: 0300 111 3000
info@housing-ombudsman.org.uk

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We offer an easily accessible two-stage complaints process

STAGE 1

Your complaint will be logged within five working days of it being received



Your complaint will be allocated to a team leader or manager to investigate



The team leader or manager will aim to formally respond to your complaint in writing within 10 working days

If you remain unhappy, you can escalate to Stage 2

STAGE 2

Your escalated complaint will be acknowledged within five working days of it being received



Your complaint will be allocated to the manager of the colleague who responded at Stage 1



The investigating complaints manager will aim to formally respond to your complaint in writing within 20 working days

Complaints form

Please fill in this form giving as much detail as possible.

Date

Tenant number

Name

Email address

Contact phone number

Address

Please tell us about your complaint (use extra sheets if necessary). It will help if you can tell us what happened, who was involved and when and where it happened.

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How would you like us to resolve your complaint?

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How should we contact you?

By phone By email By letter

To send your form back to us, tear it off along the dotted line, fold it and then seal it. You do not need a stamp.

Please seal here before posting

Please seal here before posting

Paradigm

BUSINESS REPLY SERVICE
Licence No. AL 8Q1



The Customer Resolution Team
Paradigm Housing Group
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HP10 0DF