

# Complaints and Compliments



Listening to you

If you, or someone you know, would like this “Complaints and Compliments: Listening To You” leaflet on cd or audio tape, in large print, in Braille, or translated into another language, please contact our Communications Team on 01803 217560 or email [info@tarkahousing.org.uk](mailto:info@tarkahousing.org.uk)

Si vous ou quelqu'un que vous connaissez désirez obtenir ce dépliant « Complaints and compliments: Listening to you » (Plaintes et félicitations : nous vous écoutons) en version CD ou cassette audio, en gros caractères, en braille ou traduit dans une autre langue, veuillez contacter notre équipe Communications au 01803 217560 ou par email à [info@tarkahousing.org.uk](mailto:info@tarkahousing.org.uk)

Jeśli Państwo lub Państwa znajomi chcieliby otrzymać niniejszą ulotkę „Skargi i Pochwały: Słuchamy Państwa opinii” (“Complaints and Compliments: Listening To You”) na płycie CD, na kasecie, w formacie dużym drukiem, w alfabecie Braille’a lub w innej wersji językowej, prosimy skontaktować się z naszym zespołem ds. komunikacji pod numerem telefonu 01803 217560 lub napisać na adres e-mail: [info@tarkahousing.org.uk](mailto:info@tarkahousing.org.uk)

Caso deseje, ou conheça alguém que deseje este folheto, intitulado “Reclamações e Elogios: Ouvimos a Sua Opinião” em CD ou cassette áudio, num formato ampliado, em Braille ou traduzido para outra língua, deverá contactar a Equipa de Comunicações através do número 01803 217560 ou por e-mail, para [info@tarkahousing.org.uk](mailto:info@tarkahousing.org.uk)

如果您或您的朋友，需要將「投訴與表揚：傾聽您的聲音」傳單以大字體、盲文或其他語言印刷在 CD 或錄音帶上，請撥打電話 01803 217560 或發送電子郵件至 [info@tarkahousing.org.uk](mailto:info@tarkahousing.org.uk)，與我們的通訊團隊聯絡



# Tarka Housing aims to provide you with the best possible services.

We know that things can sometimes go wrong. If you are unhappy with a service that you have received from us and wish to make a complaint, we want you to tell us. This will in no way jeopardise your Tenancy Agreement.

Then we can try to put things right and improve our services in the future.

We would also appreciate any compliment you may wish to pay us either about our services or a member of staff and welcome any suggestions about how we can improve.



## Complaints

If you think we have:

- done something wrong
- failed to do something that we should have done
- not been helpful and courteous to you
- given you wrong information or no information
- treated you unfairly

Then you should complain to us.

## Compliments

It is helpful to hear from you when you are pleased with our services. It helps us to focus on what our customers want. If you have a compliment for us, you can tell us, or telephone, write to or email us using the contact details at the end of this leaflet.



## Who can complain?

Any Tarka resident, or anyone else for whom we provide a service, may make a complaint.

Friends, carers, advisers, or a member of Tarka staff can make a complaint on your behalf, if you agree.

External organisations or individuals working with, or providing services on behalf of, Tarka Housing. Or those providing housing related services to Tarka residents or service users.



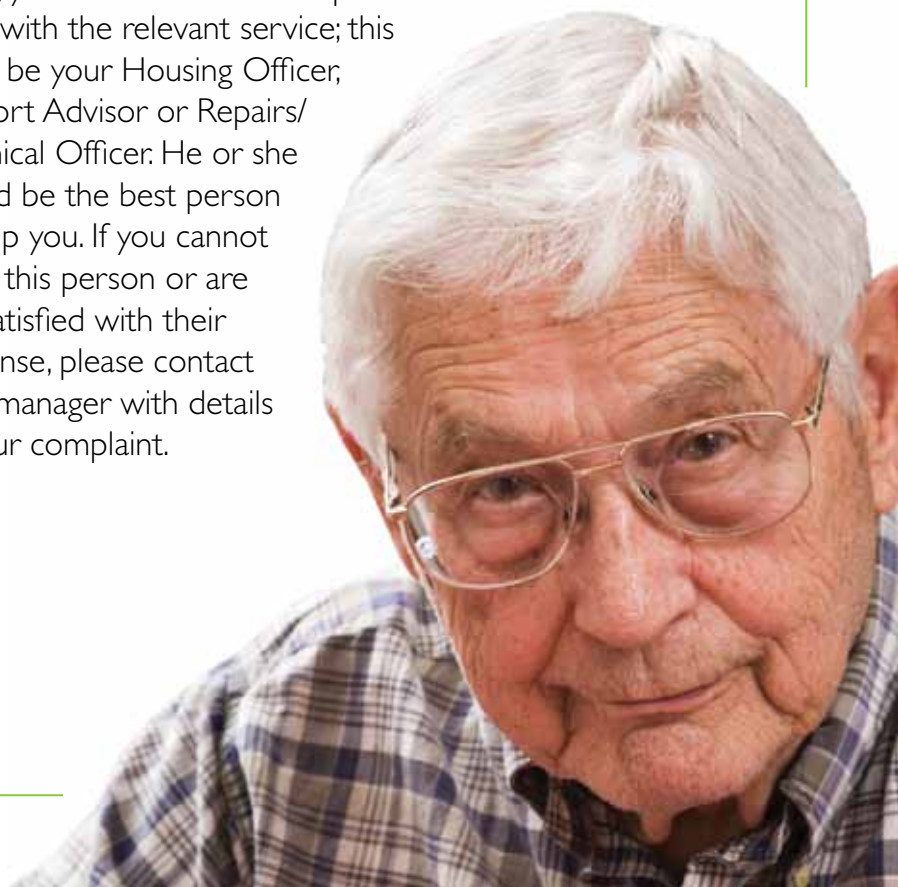
Authorised representatives of any of these groups. It will be at the discretion of the Complaints Officer and the Complaints Review Group to decide on how such complaints should be handled.

## How do I complain?

You can make your complaint in whatever way you feel most comfortable with: by telephone, letter, email, or face to face. You will find contact details on the back of this leaflet.

There is a complaint form which can be found in the centre of this leaflet should you wish to use one.

Firstly, you should contact the person who deals with the relevant service; this could be your Housing Officer, Support Advisor or Repairs/ Technical Officer. He or she should be the best person to help you. If you cannot go to this person or are not satisfied with their response, please contact their manager with details of your complaint.



## How we will handle your complaint (Stage 1)

We will try to sort out the problem straight away. In all cases we will write to confirm the action we have taken.

We will send you a full written response within 10 working days, or in cases where this is not possible, tell you when you can expect a reply.

**Please call our telephone number on 01237 428090 to speak to our Complaints team.**

## How can I take matters further? (Stage 2)

You can refer your complaint to Tarka Housing Complaints Officer. If possible, at this stage your complaint should be made in writing either by you, or someone acting for you, in which case you should sign it. You can use the complaint form which accompanies this leaflet.

The Complaints Officer is independent of our Customer Service Department, and will:

- acknowledge your complaint within five working days
- ensure that your complaint is investigated and that you have a written response within 10 working days. Where it is not possible to provide a full reply within this period we will tell you when you can expect a reply.



## What if I am still not satisfied? (Stage 3)

If the response of the Complaints Officer or appropriate senior manager does not resolve your complaint, you can ask the Managing Director to review your case. You must make this request within 28 days of the date of the response from the Complaints Officer. The Managing Director will write to you with his/her decision within ten working days of receiving your request for a review.

## The Complaints Panel (Stage 4)

If you are not satisfied with the response from the Managing Director, you can ask for the matter to be considered by a Complaints Panel. This will be made up of Tarka Board members, at least one of whom will be a Tarka resident, and with an independent Chair. The Complaints Panel will meet within 20 working days of your request. You will be invited to provide further evidence and to attend the Panel meeting. If you wish, you can bring a friend or adviser with you for support.

The Panel will notify you of its decision within five working days of the meeting.

## In what circumstances can I complain to the Housing Association Ombudsman? (Stage 5)

If you have exhausted Tarka's Complaints Procedure. You can ask the Ombudsman to investigate your complaint by contacting:

The Independent Housing Ombudsman,  
3rd Floor, Norman House, 105-109 Strand,  
London WC2R 0AA  
Telephone 020 7836 3630 or Lo-call: 08457 125973.

Leaflets and forms for the Ombudsman are available at all Tarka offices and from the Complaints Officer.

If we have been unable to resolve your complaint, but our complaints procedure has been followed correctly, the Ombudsman will only investigate a complaint in exceptional circumstances.

### Mediation

In some cases we may suggest that a dispute is referred to an independent mediator who can work with both Tarka Housing and the complainant to try and resolve a dispute. We may suggest the use of an independent consultant.





## Our feedback to you

We will consider all complaints and compliments and decide how we can learn from these to improve our services to you.

We will feed this back to all residents through the *Tarka Times* residents' newsletter, via our website, and any relevant service user forums. The identity of all individuals will be kept confidential.

Reports will also be made to the Tarka Board with recommendations for any improvements which we regard as necessary.



## Independent advice

You can take independent advice from independent agencies including:

- Citizens' Advice Bureau
- A housing aid centre
- Age UK
- Your Member of Parliament
- The Housing Corporation
- A solicitor
- Leasehold Advisory Service\*

\* For leaseholders, in respect of disputes arising from the management of the lease.

Contact details:

31 Worship Street, London EC2A 2DX.

Tel. 020 7374 5380. Fax. 020 7374 5373.

Email. [info@LEASE-advice.org](mailto:info@LEASE-advice.org)



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business for neighbourhoods



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MANAGEMENT  
RESIDENTS



RESIDENT  
APPROVED