



Our Complaints Procedure

Review stage

If you are still not satisfied that we have done all we can to resolve your complaint, you can appeal to the Complaints Panel. The panel will be convened within 28 days of the request and you will be given 14 days notice of the meeting. The panel will look at the full report before the meeting.

If, after this complaints panel meeting, you are not satisfied with the outcome, you can appeal to the Independent Housing Ombudsman who will review your complaint once our internal complaints procedure has been completed.

Note: where the number of days has been referenced this has been expressed as 'working' days.

To contact our Complaints Co-ordinator please write to:

Hanover Housing
Nelson House
Alington Road
Eynesbury
St Neots PE19 6RE
T: 01480 472114
F: 01480 471022

Issued on behalf of Hanover Housing Association - an Exempt Charity, Industrial & Provident Society No. 16324R, Housing Corporation No. L0071, Registered Business Name – Hanover Housing Group; Hanover in Hackney Limited – Registered Charity No. 1093968, Company Limited by Guarantee No 4517015, Housing Corporation No. L4349; Hanover Property Management Limited – Company Limited by Guarantee No 2850448, FSA FRM No 312748; Hanover Friends – Registered Charity No 1093938, Company Limited by Guarantee No. 4364136.
Registered Office for all the above being Hanover House, 1 Bridge Close, Staines TW18 4TB.

Introduction

Complaints do arise. We all make mistakes. When this happens, we want people to let us know immediately what has gone wrong so we have the opportunity to apologise and put things right as quickly as possible - preferably on the spot.

If you remain dissatisfied and would like to register a formal complaint, this leaflet sets out the steps to take.

Our complaints procedure is designed to be fair, accessible, simple and quick. Please let our Complaints Co-ordinator know if you have any suggestions for improving it.

What is a complaint?

We leave the definition of a complaint to our customer, this means that anything you report as unsatisfactory can become a complaint. The only exception to this is when an issue is reported to us for the first time a person may use the word "complaint" when in fact they are asking for a service from us. Only if we have failed to respond to an issue, can it then be deemed to be a complaint.

How to make a complaint

If you think we have failed to meet appropriate standards, or you are dissatisfied with some other aspect of our work, we want to hear about it. Please let us know, using the method convenient for you — in person, by phone, fax, e-mail or in writing.

Please don't hesitate to ask us for help if you need it or if you are unsure about anything to do with making a complaint.

However you choose to make your complaint, we will treat it seriously. We will act immediately to resolve the problem and, to the best of our ability, will prevent it from happening again.

All complaints are handled in line with the following procedure. If you feel that the procedure is not being followed, please tell our Complaints Co-ordinator.

Stage one

To make a complaint, please contact our Complaints Co-ordinator. They will acknowledge your complaint within five days and will ensure that a full and fair investigation is carried out. You will be informed of the result of our investigation within 15 days of receipt of your complaint and how we will try to put things right.

Stage two

If you are not satisfied with the outcome of stage one, please contact our Complaints Co-ordinator who will have a different member of staff look in to your complaint. Your request will be acknowledged within five days of receiving it and you will get a full response within 15 days, giving details of what we have done and the results of our enquiries.