

## **HELP SHEET: COMPLAINTS**

Our aim is to offer residents the highest quality of service. To achieve this we need to listen, respond to and learn from residents' and service users' feedback. This includes addressing all complaints positively and professionally. The Complaints team will contact you to inform you which member of staff is handling the complaint.

We welcome complaints from anyone who receives a service from Hanover or anyone who is affected by our activities including residents, service users and advocates.

### **How to make a complaint to Hanover**

Try and speak with the local manager (usually the estate manager) first to try and resolve the issue. If you are unable to obtain a satisfactory answer you can ask the local manager to log the complaint or you can contact our Complaints team by email, telephone or in writing, providing us with your name, address, a contact telephone number and details of your complaint. We do try very hard to resolve any complaints we receive.

### **Our complaints process**

The Hanover complaints process has 3 stages.

### **Stage 1.**

Following the receipt of a complaint we investigate it and try to get to a resolution as quickly as possible (we will agree reasonable timescales with you). If you are unhappy with our response we discuss whether you wish to proceed to stage 2.

### **Stage 2.**

Further investigations will be carried out, considering how well the complaint was handled initially and identifying and investigating any issues not previously addressed. If you remain unhappy with our response at this stage we discuss with you whether you wish to escalate your complaint to stage 3.

### **Stage 3.**

A full review of the complaint is carried out. If the complaint is not resolved a Complaint Panel meeting will be arranged. The Complaint Panel includes a Hanover Board member (who will act as Chair) and a member of the Residents' Council. A report about the complaint will be considered, following which the chair of the panel will provide a letter and report outlining the findings and recommendations of the complaints panel.

If you are a resident and are unhappy with Hanover's response after stage 3 you may choose to take your complaint to the Housing Ombudsman Service.

## Further information

Further information, help or advice about the complaints process can be obtained via our website, by contacting your estate manager or the Complaints team.

T: 01249 707000

E: [complaints@hanover.org.uk](mailto:complaints@hanover.org.uk)

W: [www.hanover.org.uk](http://www.hanover.org.uk)

If you would prefer to gain independent advice, you may wish to contact one of the following organisations;

**Age UK** provide specialist impartial advice and have experience in helping older people to explore their concerns and how a complaint could be presented.

T: 0845 600 2001

E: [aims@ace.org.uk](mailto:aims@ace.org.uk)

W: [www.ageuk.org.uk/home-and-care/housing-advice-service/](http://www.ageuk.org.uk/home-and-care/housing-advice-service/)

**Citizens Advice Bureau (CAB)** provides independent advice about your rights.

T: 020 7883 2181 (admin office only – advice provided from local CAB offices)

W: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Housing Ombudsman Service** considers complaints against organisations and deals with other housing disputes. They will only consider a complaint after we have tried to resolve it using our complaints procedure.

T: 020 7421 3800/0845 712 5973

E: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

W: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Related Documents: Complaints Policy & Procedure