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## Complaints

At Hanover we think a complaint is -

“A reported problem with a Hanover service that cannot be fixed straight away.”

We want to offer the highest quality of service. To do this we need to listen, respond to and learn from when we get things wrong. This includes accepting and responding to all complaints positively and professionally.

We welcome complaints from anyone who receives a service from Hanover or anyone who is affected by our activities.

### How to make a complaint to Hanover

If you have a concern, try and speak with the local manager (usually the estate manager) first to try and resolve the issue. Often speaking with the local manager can resolve a problem without the need to make a complaint.

However, if you do need to make a complaint you can ask the local manager to report it for you - or you can contact us by e-mail, telephone or in writing. Please let us know your name, address, a contact telephone number and details of your complaint.

### Contact details:

By telephone: 01274 302070

By e-mail: [Complaints@hanover.org.uk](mailto:Complaints@hanover.org.uk)

By Post: Complaints, 2 Godwin Street, Bradford BD1 2ST

### Our complaints process - a one stage process

Once we receive your complaint we will contact you to discuss your concerns. We have a one stage complaints process which focusses on resolving your complaint quickly and effectively. To make sure your complaint can be fairly investigated please contact us within six months from the date you experienced the issue. We may not be able to investigate complaints that are reported later than this.

### Discussion

Within two days of receiving your complaint we will try and contact you. This is to make sure we understand your issue and the outcome you are looking for. Sometimes the matter might be better dealt with as part of another procedure, for example Anti-social Behaviour or Safeguarding.

### Investigation and response

Every complaint is different and every complaint is investigated in a different way. Sometimes we will make arrangements to come out and meet with you; other complaints may need investigations into processes or accounts and some may be best resolved by using mediation. The investigation and findings are always reviewed by a specialist member of staff before being sent out to you. Whatever your complaint, you can be sure that we will investigate it fully and provide you with the best possible written response.

## **Timescales**

We aim to resolve your complaint within 15 working days. If your complaint is particularly complex, or the investigation is delayed we will contact you to agree a more realistic timescale for response.

Once your complaint has been closed you may be contacted to complete a short feedback survey via email or telephone. This is to help us improve the complaints process and the services provided by Hanover.

## **What happens if you think your complaint is unresolved?**

If you think your complaint is unresolved or we fail to respond in the timeframes agreed you have the following further options for consideration:

- Referral to your local councillor, an MP or the independent Hanover Residents' Complaint Panel
- Referral to the Ombudsman - We will co-operate fully with the Ombudsman Service during any investigation and comply fully with the resulting decision, which will be binding on us
- Referral to the First Tier Tribunal if you are a leaseholder (please note - the Ombudsman will not consider a complaint when it has been referred to the First Tier Tribunal)

A separate helpsheet is available for more information about these options.

## **Further advice**

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

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

T: 0800 169 8080 E: [contact@ageuk.org.uk](mailto:contact@ageuk.org.uk)

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

T: 03444 111 444 (National advice line) W: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)