

Complaints, Suggestions & Compliments Form



Providence Row Housing Association
458 Bethnal Green Road
London E2 0EA

Do you have a complaint about our service or the way in which you have been treated?

PRHA wants you to be happy with the service you receive from us, but we know that there may be times when you have a complaint. We need your feedback and will treat any complaint you make very seriously and respond to it.

**No complaints? Perhaps you would like to make a suggestion or give us a compliment?
Please use this form to tell us what it is.**

Name	
Address	
Telephone / email	
Date	

This is a (select as applicable)	Complaint	Suggestion	Compliment
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Please outline the details of your complaint, suggestion or compliment

If you are raising a complaint:

Please let us know what outcome you would like, and how best you think we can put things right for you?

Have you already talked to a PRHA staff member about your complaint?

Yes

No

If yes, can you provide details including when and to whom?

Complaints about incidents at projects:

If your complaint is about an incident at a project, please give the name of a person / persons who saw the incident take place. We may need to ask them to clarify some details if it is unclear what happened during the incident.

Name of person who saw incident

How / where can we contact them

Please provide any additional information that you would like to give

What you can expect if you have made a complaint:

Stage one complaint:

Acknowledgement letter

Within 5 working days from receipt of a complaint:

An acknowledgement letter will be sent to you confirming our understanding of your complaint and the outcomes you are seeking, and informing you who is dealing with your complaint, how they can be contacted, and when you will receive a written response.

Stage one decision

Within 10 working days from the date of our acknowledgement for a complaint:

Once the required information is collected and a decision is made, a letter detailing the outcome of the investigation and any action taken as a result will be sent to you.

The outcome letter will inform you of your right to take your complaint to stage 2 if you are not happy with the outcome of stage 1.

Stage Two complaint:

If you are not satisfied with the outcome of Stage 1 of the procedure, the next stage is to send your complaint to the Complaints and Compliance Team providing your reasons for dissatisfaction. On receipt of your complaint it will be logged and allocated to an appropriate staff member to carry out the investigation.

Acknowledgement letter

Within 5 working days of your request to escalate your complaint to Stage 2 of our process: An acknowledgement letter will be sent to you confirming our understanding of your complaint and the outcomes you are seeking, and informing you who is dealing with your complaint, how they can be contacted, and when you will receive a written response.

Stage two decision

Within 20 working days of the date that we acknowledge your Stage 2 escalation request: Once the required information is collected and a decision is made, a letter detailing the outcome of the investigation and any action taken as a result will be sent to you.

Getting help from the Housing Ombudsman

The Housing Ombudsman is available to provide you with advice and guidance at any point during the complaints process. Once a complaint has been through both stages of our internal complaints procedure and if you are still not satisfied with our response, the Ombudsman will also be able to assist you including formally taking on your complaint.

The contact details for the Housing Ombudsman Service are:

- **Online complaints form** (available from the Housing Ombudsman's website at: www.housing-ombudsman.org.uk)
- **Phone:** 0300 111 3000
- **Email:** info@housing-ombudsman.org.uk
- **Postal address:** Housing Ombudsman Service, PO Box 152, Liverpool L33 7W PO Box 1484, Unit D, Preston PR2 0ET