

Making a complaint



At Hastoe, we aim to give an excellent service but we do recognise that sometimes things go wrong. When this happens we will try to put things right and continually improve our service.

What is a complaint?

If you are unhappy about:

- the standard of service you receive from us
- our response to your request for a service or
- something we did or didn't do and want to make a complaint, we will investigate.

Complaints should be made as soon as possible. We will not normally investigate a complaint if it is about something that happened more than six months ago. The first request for a service (such as a repair or a first report of neighbour nuisance) is not a complaint. It only becomes a complaint if you feel the service requested has not been performed or has not been performed well.

Who can complain?

Anyone who uses our services: tenants, shared owners, leaseholders, applicants for housing, contractors, suppliers and members of the public affected by our services.

How to make a complaint

You can make a complaint by:

- filling in the attached complaint form

- visiting your local office
- letter
- telephone Hastoe Hub
- text
- e-mail to: **customerservices@hastoe.com** online, by visiting our website: **www.hastoe.com** or through the MyHastoe portal at **www.myhastoe.com**.

Please tell us what your complaint is about, if you have already spoken to someone at Hastoe about it and what you would like us to do to put it right. If you need help in making a complaint, our staff will help you or direct you to an independent source who can act on your behalf. You can also ask family member or friend to help at any stage. We can also provide translations and/or a translator if appropriate.

How we would handle your complaint

We will:

- acknowledge your complaint within two working days, advise you of the procedure and give you the name of the person dealing with your complaint
- respond fully within 14 days wherever possible or tell you if we need more time to look into your complaint

- aim to resolve your complaint at this stage.

Appeal

If you are not satisfied with our response, please contact us within 14 days and explain why. Then:

- a relevant manager, or equivalent will review your complaint and the previous investigation. They will respond within a further 14 days wherever possible
- if the investigation is likely to take longer, we will give a reasonable target for our response.

In the unlikely event that you are still dissatisfied you should contact us within 14 days to request a review of how your complaint was handled.

We will:

- arrange for a Director and a Board member to review the way the complaint was handled.
- aim to conduct the review and notify the complainant within 28 days.

If the review is likely to take longer, we will give a reasonable target time for our response.

Listening and learning

We always want to learn from customer complaints and may contact you for feedback on how we handled your complaint.

Further options

If you are still not satisfied, you can contact a 'designated person' (further details are available on the Housing Ombudsman website at www.housing-ombudsman.org.uk) Designated persons help to resolve disputes between tenants and their landlords. Hastoe has Customer Service Ambassadors who are registered designated persons. Requests to have a complaint considered by Hastoe Customer Service Ambassadors should be made within 14 days of the receipt of the Review decision. If the designated person cannot help they can refer a complaint to the Housing Ombudsman Service. Complaints to the Ombudsman do not have to be referred by a designated person, but, if they are not, at least 8 weeks must have passed from the end of the landlord's complaint process before the Ombudsman can consider your case.

Housing Ombudsman Service, 81 Aldwych, London WC2E 8HN Tel: 0300 111 3000

E-mail:

info@housing-ombudsman.org.uk

Complaint form

Full name:

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Address:

.....

Daytime telephone number:

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Email:

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I am a:

Resident Contractor/supplier Other (please give details)

Neighbour Councillor

Tell us about your complaint (use a separate piece of paper if necessary)

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Have you spoken to anyone at Hastoe about this already?

If so, please say who.

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What do you think we should do to put things right?

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The details of your complaint will remain confidential. However, occasionally we ask independent organisations to carry out quality checks. If you do not want to be contacted, please tick the box:

Complaint form

Any resident who has already provided this information does not need to complete this section.

I would describe my household as being:

A. White

- White British White Irish
 Any other white background (please write)

B. Black or Black British

- Caribbean African
 Any other black background (please write).....

C. Asian or Asian British

- Indian Pakistani Bangladeshi Chinese

D. Mixed

- White & Black Caribbean White & Black African
 White & Asian Any other mixed race

E. Other

- Traveller Gypsy

I consider myself to have a disability Yes No

I do not wish to answer

How to contact us

Write

Hastoe Hastoe Housing Association,
Marina House, 17 Marina Place,
Hampton Wick, Kingston Upon
Thames, Surrey KT1 4BH

Telephone

0300 123 2250

Textphone

18002 0300 123 2250

Alternative formats of this document

If you require this information in another language, large print or different format please contact us.

Website

www.hastoe.com

Email

customerservices@hastoe.com

Accreditations

We value fairness and diversity. We strive to do the best we can and to improve to achieve excellence. External organisations check that we mean and do what we say, and have accredited us. These include:



SHIFT provides an assessment of our sustainability performance.



Positive about disabled people means we have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.



Investors in People is a standard which helps organisations transform their business performance through staff development. Gold means we have achieved the highest standard of the award.



The Institute of
Customer Service
MEMBER