

Compliments and Complaints

*listening
to your views*



THE ACCORD GROUP



Compliments and Complaints

This leaflet explains the Service Standard that you can expect from us when making a complaint for when things haven't gone well, or when complimenting us when things have gone right

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.



The way we work

We aim to **Put People First**, which means responding to any concerns and complaints you might have about our services. We aim to deliver **Excellence Through Innovation** and will use new ways such as Information Technology to analyse complaints and learn from them. We want to **Make a Difference** and do things right. If things go wrong we want to listen to you and put things right. We are **Committed to Communities** and making sure we deal with your compliments and complaints properly and promptly.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

You can also contact the individual associations within the Accord Group directly and through our websites at www.accordgroup.org.uk. Individual offices addresses and opening hours are on the inside back cover of this leaflet.



Our Commitment to You

We encourage feedback, both good and not so good, on the services we provide. It is important that we hear about when you are happy with the service you get. Your compliments help us to continue to get things 'right first time'.

If we have made a mistake, or if you have received a poor service, we want to know. Your opinion is valuable to us because it will help us to learn how we can improve.

Our complaints process covers services that you have already received or have asked for but did not get. It does not apply if you are contacting us about a problem for the first time, for example, when reporting a repair or a new incident of anti-social behaviour. In those circumstances you should contact Customer First or your local office or scheme for help and advice.

How do I report a Compliment or Complaint?

You can contact us by telephone, in writing, by email or by calling at one of our offices. You can use the form in this leaflet to report your compliment or complaint by post.

If you are not able to do this we can make an appointment to come and see you at your home.

If you live in one of our Care & Support schemes, you can contact any member of staff at the scheme.

If you are unhappy with the service you have received, you should make a complaint within three months of the incident you are complaining about.

How we will deal with your Compliment or Complaint:

We will acknowledge your compliment, complaint or expression of dissatisfaction within 2 full working days of receiving it. Complaints will be investigated and we will reply to you within the timescales set out below.

How we will handle your Complaint:

When you contact us we will record your complaint and decide with you if it is an **expression of dissatisfaction** or a **formal** complaint.

Expressions of dissatisfaction are where you want to tell us about a problem but you don't want to use the **formal** complaint process.

We will refer your **expression of dissatisfaction** to the most appropriate person and they will aim to resolve it within 10 working days.

If we think that we will need more than 10 working days to sort your complaint, we will tell you this at the outset and agree with you a timescale you are happy with.

In discussion with you, our customers, we developed a 3-stage process to deal with formal complaints which cannot be resolved immediately.

Stage 1:

We will contact you within two full working days to acknowledge that your complaint is at Stage 1.

The person handling your complaint will ask you to tell them about the details of the matter and ask what you would like us to do to resolve it.

We will arrange to visit you if you this helps us to understand your complaint better.

We will normally respond with our full response within 10 full working days working days of the date we acknowledged your complaint. In case you are not happy with the reply you receive, we will give you the name and contact details of the person you should respond to asking that your complaint be handled under Stage 2.

Stage 2:

Once you have notified us of your intention to progress your complaint to the Stage 2, we will acknowledge this within two full working days of your complaint. We will for details of

(continued overleaf)

why you feel that the response provided in the previous stage was not satisfactory and arrange to visit you.

A senior manager will normally investigate Stage 2 complaints.

Stage 3:

If you are unhappy with the response at Stage 2, you can then request to escalate your complaint to our final stage – Stage 3.

We will acknowledge your request to progress to Stage 3. Your complaint will be reviewed by a panel of members who sit on our Board or Committees. This will often include tenant members. The panel will review why our previous responses have been unsatisfactory and you will be given the opportunity to discuss your views with them at a meeting. We will give you 15 working days notice of the panel meeting.

The panel will make a decision five working days after the panel meeting. We aim, wherever possible, to resolve all complaints within a maximum of 8 weeks.

If you are still not happy with the conclusion of your complaint you may be able to take the matter to the Independent Housing Ombudsman Service.

**Independent Housing
Ombudsman Service**
81 Aldwych, London WC2B 4HN
www.ihos.org.uk

What about complaints about Care Schemes?

If you are unhappy with the conclusion of a complaint about a Care or Support Scheme, you can take the matter to the Care Quality Commission or Supporting People Team at your local council depending on how your service is regulated. You can also refer a complaint to the Care Quality Commission or the Supporting People Team at any time.

Care Quality Commission
National Correspondence
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA
enquiries@cqo.org.uk

Compliments

We aim to deliver excellent services to all of our Customers and are pleased when our customers tell us they are happy with our services. Please give us your compliment as soon as possible so that we can give prompt feedback to the person or team you are pleased with.

SERVICE STANDARDS:

- We will advertise our complaints service widely and make it easy for you to make a compliment or complaint
- You can do it verbally in person at one of our offices or during a home visit; by telephone, in writing; or by email
- If you make a complaint we will acknowledge it within 2 working days and we will tell you who will deal with your complaint and by when
- We will ask you how you would like us to resolve your complaint and we will tell you how we will do this
- We will respond to complaints within designated timescales within each stage as set out above

- We will monitor customer satisfaction levels in dealing with complaints and aspire to reach a performance of 95% satisfaction with a minimum standard of 85%
- We will treat you and your complaint fairly and monitor the impact we have on improving services as a result of compliments and complaints

Monitoring how we are doing

- We will publish details of any improvements made to our services as a result of your complaint in the “You said, We did” section of our newsletters and websites. We will not print any sensitive or confidential information that could reveal your identity
- We will undertake an annual review of compliments complaints and include details of this in our Residents’ Annual Report



ACCORD GROUP Compliment and Complaint Form

I wish to (tick as appropriate):

- Give a compliment
- Express my dissatisfaction
- Make a formal complaint

Details of compliment, complaint or expression of dissatisfaction.

(Please include any important details dates, times, locations, names of staff or contractors/witnesses etc and also provide any evidence you have such as photographs)

(continue on a separate sheet if necessary)

What would you like us to do as a result of your compliment/complaint or expression of dissatisfaction?

(continue on a separate sheet if necessary)



ACCORD GROUP

Compliment and Complaint Form

.....

Your name _____

Your address _____

Your telephone number _____

You can post this to us at Customer First, Accord Group,
178 Birmingham Road, West Bromwich B70 6QG.

Thank you for your time.

CARE SCHEME COMPLAINTS:

If you live in one of our Care & Support schemes, contact any member of staff at that scheme, or hand in this form.

**You can also send this form to Care & Support,
178 Birmingham Road, West Bromwich, B70 6QG.**

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and
0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday

Do you need this document in another language or format? Tick the box next to the language you need and send it to the address below. This leaflet is also available in Large print, Braille, Audio and EasyRead formats. **This leaflet is about Compliments and Complaints.**

Arabic

هل تريد هذه الوثيقة بلغة أو بصيغة أخرى؟ ضع علامة في المربع المجاور للغة أو الصيغة التي تريد ثم أرسلها للعنوان المذكور في الأسفل: يتحدث هذا الكتيب عن الإطراءات والشكاوي

Bengali

আপনি কি এই কাগজটি কি অন্য কোনো ভাষায় বা ফরম্যাটে আপনার চান? যে ভাষায় বা ফরম্যাটে আপনি এটা চান তার পাশের বামের টিক চিহ্ন দিন এবং नीचेर ठिकानায় এটা পাঠিয়ে দিন। এই নিফলেটটি প্রশংসা ও অভিত্যাগ করা সংক্রান্ত

Gujarati

આ ઇસતાવીજ તમુને બિજિ બોલી મા યા ચોપડી મા જુ વે ? તમે ટીક કરો બોલી મા યા ચોપડી મા તમુ ને જુવે નીચે અદદરેસ પર મોકલો આ કાગરયુ મુબારકબાડી યા ફરીયાદ સારુ છે

Hindi

क्या आपको इस दस्तावेज़ की ज़रूरत किसी दूसरी भाषा या फार्मेट में है? अपनी ज़रूरत की भाषा या फार्मेट के आगे वाले बॉक्स पर सही लगाएँ और नीचे दिए गए पते पर भेजें। यह पुस्तिका बधाईयों और शिकायतों के बारे में है।

Polish

Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie? Jeśli tak, prosimy o postawienie haczyka w okienku obok danego języka lub formatu i odesłanie dokumentu na poniższy adres. Niniejsza ulotka dotyczy składania skarg i wyrażania pochwał

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ? ਲੇੜੀਂਦੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੇ ਸਾਹਮਣੇ ਵਾਲੇ ਖਾਨੇ ਵਿਚ ਟਿੱਕ ਲਗਾ ਕੇ ਹੇਠਲੇ ਸਰਨਾਵੇਂ ਤੇ ਵਾਪਸ ਭੇਜੋ ਜੀ। ਇਹ ਪਰਚਾ ਪ੍ਰਸ਼ੰਸਾਵਾਂ ਅਤੇ ਸ਼ਕਾਇਤਾਂ ਸਬੰਧੀ ਹੈ

Slovak

Potrebujete tento dokument v inom jazyku alebo formáte? Označte políčko s jazykom alebo formátom, ktorý potrebujete, a zašlite na nižšie uvedenú adresu. Tento leták je o Pochvalách a sťažnostiach

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuga ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose. Xaashidan waxay ku sa'absan tahay Amaanta iyo Cabashada.

Urdu

کیا آپ کو یہ دستاویز کسی دوسری زبان یا نمونے میں چاہیے؟ اس زبان یا نمونے کے خانے کے آگے نشان لگائیں جو آپ کو چاہیے اور اسے نیچے دینے کے پتے پر بھیج دیں۔ یہ معلوماتی یہ معلوماتی پرچہ تعریفی کلمات اور شکایات کے متعلق ہے



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