

## Key information sheet

# Making a complaint



We aim to deliver great services that are tailored to your needs, so your opinions are really important to us. If you tell us you are not happy with a service we provide, it gives us the opportunity to put things right and to improve our services.

### Who can use the complaints procedure?

You can use this complaints procedure if:

- You live in one of our homes or you receive a service from us
- You are affected by the management of our homes or the services that we provide. This includes potential residents and service users
- A resident or service user has asked you to complain on their behalf.

### When can I make a complaint?

If you think that we have failed to deliver a service or that we have provided a poor service, please contact us to let us know so we can take action. If we cannot put it right for you straight away, you can report the matter as a formal complaint.

If you are reporting something for the first time, like a new repair or a problem with a neighbour, we will record this as a service request, rather than a complaint.

### How do I make a complaint?

You can make a complaint by telephone, letter, email or on our website. Our contact details are at the bottom of this page.

We will log your complaint and send you an acknowledgement letter within three working days.

### Stage one

A member of staff from the relevant team will contact you and try to come up with the right solution. They will write to you within 10 working days of the complaint being logged to tell you what we are doing about it.

If you feel that your complaint has not been resolved, please contact us within 28 days of receiving your response letter and we will move your complaint on to stage two of our procedure.

### Stage two

A manager – who has not previously been involved with your case – will look at all of the information that is relevant to your complaint. They will write to you with a full response within 10 working days. If they think it will take longer than this to investigate your complaint, they will let you know when you will receive a full response.

If you feel that your complaint has still not been resolved, contact us within 28 days to request that your complaint is dealt with at stage three.

### Stage three

We will send you an acknowledgement letter to confirm that your complaint is being moved to stage three.

We will invite you to a meeting where you can present your complaint to an independent panel. You may bring someone along to the meeting to support you.

Tel: 0121 322 7373

Email: [info@mercian.org.uk](mailto:info@mercian.org.uk)

[www.mercian.org.uk](http://www.mercian.org.uk)

The panel will decide whether the complaint has been handled correctly and decide if any further action is required. We will aim to hold this meeting within 28 days of the acknowledgement letter being sent. We will give you at least 10 days' notice of when the panel is going to meet. After the meeting, we will write to you within 10 working days to tell you the panel's decision.

### **What if I am not satisfied with the response I receive?**

If you have gone through all three stages of our complaints procedure and are not satisfied with the outcome of your complaint, you can contact an external organisation.

If you are a tenant, leaseholder or housing applicant, you can contact the Housing Ombudsman Service. They will only investigate your complaint after it has been through all the stages of our internal complaints procedure.

Housing Ombudsman Service

Telephone: 0300 111 3000

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

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

Complaints or disputes about service charges may be referred to the Leasehold Valuation Tribunal (LVT), which is an independent decision-making body.

Leasehold Valuation Tribunal

Telephone: 0845 600 3178

Website: <http://www.rpts.gov.uk/index.htm>

Our aim is to do everything possible to resolve a complaint through our procedure. However, we reserve the right to use discretion when applying our complaints procedure. We may deal with a complaint differently if the individual circumstances require it or if there are more helpful ways of dealing with your needs. This action may be instead of or in addition to the complaints procedure, and will always be fair, reasonable and impartial.

Our complaints policy explains the complaints procedure in more detail. It is available on our website or on request.