CUSTOMER INFORMATION SHEET - COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

This information sheet helps explain how you can provide feedback on the service you have received from us.

Complaints
While we pride ourselves on delivering a first class service we recognise that occasionally things can go wrong. So if there is something that you would like to discuss do talk to your location manager in the first instance.

Alternatively, you can contact us by completing one of our ‘We welcome your feedback’ forms that are available at locations. You can also contact us on 0800 731 2020 or email us at customer.relations@anchor.org.uk

It is very important to us that we receive honest feedback from all of our customers and we will not treat you differently if you need to make a complaint.

Compliments and suggestions
Compliments let us know that we are succeeding in providing a good service. They provide examples of good practice that we can share with our customers and colleagues throughout Anchor.

Suggestions help us to understand the things that are important to you or a way in which we can improve our service. If you would like to share your feedback you can complete the ‘We welcome your feedback’ or contact us on 0800 731 2020 or through email at customer.relations@anchor.org.uk

When will I get a response to my complaint?
All our complaints are logged and we will acknowledge receipt of your complaint and provide a full response within 10 calendar days or sooner where we can. If we are unable to provide you with a full
response in that time we will contact you and tell you why and agree a new timescale. Your complaint will be initially dealt with by the local management team (Location Manager or your Team Manager).

If you are not satisfied with our response you can ask that it be escalated. Again, you will receive an acknowledgement and again receive a response within 10 calendar days or sooner where we can. You will have the opportunity to discuss your complaint on the telephone or at a face-to-face meeting. Your complaint will be dealt with by the senior management team (Team Manager, District Manager or the Senior District Manager).

Ignoring any time you take in deciding to escalate a complaint, you should therefore always be provided with a final decision in writing from us within 20 calendar days of us receiving your complaint. If for any reason we believed it was not possible to deliver a final response within this timescale we would contact you to agree an alternative response deadline with you.

**Can I have someone else pursue my complaint on my behalf?**
Yes, as long as we have evidence that this person has your approval to act on your behalf and has your specific approval to have information about you provided to them.

**Mediation**
We will use the support from an external organisation and explore the use of mediation where it is appropriate. Mediation will be considered at steps one and two of our process.

**Outside agencies**
If you remain unhappy once your complaint has been through our internal complaints process, you have a right to seek an independent review. There are several options available to you for a housing related complaint:

- You can ask for your complaint to be considered by a designated customer complaints panel.
- You can ask for your complaint to be considered by a Member of Parliament or Councillor.
If you are dissatisfied by the outcome provided through the involvement of the customer complaints panel, MP or Councillor, you still have the right to refer your case to the Housing Ombudsman.

Alternatively, you could choose not to have your case considered by the customer complaints panel, MP or Councillor, but in this case you would need to wait eight weeks before contacting the Housing Ombudsman. They can be contacted as follows:

Housing Ombudsman Service  
PO Box 152  
Liverpool  
L33 7WQ  

Telephone: 0300 111 3000  
E-mail: info@housing-ombudsman.org.uk

For care related complaints once the complaint has been fully investigated by Anchor you can refer the complaint to the Local Government Ombudsman, who deals with care related complaints, if you are not satisfied by the outcome. We are registered with the CQC for all our care services however, the CQC do not investigate individual complaints but are happy to receive information regarding services. The Local Government Ombudsman can be contacted as follows:

The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  

Tel: 0300 061 0614  
www.lgo.org.uk/adult-social-care/ there are links to an enquiry and complaint form.

The CQC can be contacted as follows:

Care Quality Commission National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA
When a case is referred onto the Ombudsman Service we will co-operate fully with them during their investigation and will comply fully with the resulting final decision, which will be binding on us.

**Further information**

You may also want to contact some other organisations:

- Age UK website: [www.ageuk.org.uk](http://www.ageuk.org.uk) or telephone 0800 169 2081
- LEASE website - [www.lease-advice.org](http://www.lease-advice.org)
- Citizens advice - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or telephone: 03444 111 444