

Complaints, Compliments & Suggestions Helpsheet

Complaints

We'd like to think that we get things right most of the time but know that occasionally things may go wrong. As an organisation that is committed to listening to our customer's and improving our service, we really do want to hear from you if you've had a problem.

Often the quickest way to put things right is for you to speak with the local manager who works at your location. We do appreciate though that sometimes this isn't possible, or you'll want to contact us directly, so we've made this easy for you to do.

You can get in touch with our Customer Relations Team in any of the following ways –

- Telephone - 0800 731 2020
- E-mail – Customer.Relations@anchorhanover.org.uk
- Webform – www.anchorhanover.org.uk
- Post – Anchor Hanover Customer Relations Team, 2 Godwin Street, Bradford, BD1 2ST or by completing one of our 'We welcome your feedback' forms available at all locations.

Whatever your complaint, it will be dealt with fairly and professionally, and we will not treat you any differently because you've complained. We can also accept complaints from people acting your behalf if you'd prefer, we'll just need your permission to discuss it with them.

When we've received and acknowledged your complaint, you will be contacted by telephone within 2 working days (unless you've asked not to be) by the person who will be working with you to get it resolved. This is to make sure they have understood the issues correctly and to see whether they can get it resolved straight away.

If it can't be resolved straight away, it will be fully investigated, and you will receive confirmation of the outcome within 14 calendar days of the first acknowledgement being sent (unless a different timescale has been agreed with you). You may be contacted during the investigation by the person handling the complaint if they need any additional information, or if they need to provide you with updates.

Once you've received the outcome, we hope that this resolves the complaint for you. If however you feel it hasn't been resolved you can request a review by a senior member of staff.

HELPSHEET

You can do this by getting in touch using the contact method that best suits you. We'll let you know the outcome of any review within 14 calendar days. Again, you may be contacted by the person reviewing your complaint if they have any questions or need to provide you with updates.

When a complaint has been reviewed by a senior staff member and the outcome provided, this is the end of our internal process. While we'd hope that most complaints would be resolved by this point there may be times when they're not. Options for further independent reviews of the complaint will always be provided with the written outcome of the internal review.

Compliments

As with complaints, compliments are a good way of helping us improve our services. They are also great for team and individual morale as we make sure any compliments reach the team or person they're about. We also make sure that managers get to hear about the brilliant things our staff are doing and, where appropriate, use this information to share best practice across the organisation.

You can submit a compliment using any of the methods detailed earlier for complaints. Your compliment will be acknowledged, and we'll make sure it gets to the right person or team.

Suggestions

Sometimes you may want to let us know about something that's neither a complaint nor a compliment. For example, it might be an idea you've had for improving our services. We'd love to hear from you. You can submit your suggestions by using any of the methods listed earlier.

You'll always receive acknowledgement of your suggestions and may, where necessary, receive some follow up contact from a member of the Anchor Hanover team.

Useful contacts

Whether a complaint, compliment or suggestion the organisations listed below may be able to provide you with information and/or advice -

- Age UK - www.ageuk.org.uk or telephone 0800 169 2081
- LEASE - www.lease-advice.org
- Citizens Advice - www.citizensadvice.org.uk or telephone: 03444 111 444