



# Service standard: Feedback, Complaints and Compensation

## Feedback, Complaints and Compensation Standards – how to tell us what you think about our services and how we'll respond if things go wrong

NCHA is committed to providing good quality services.

We are also committed to listening to what you have to say about our services and improving them using your feedback.

Use our Praise and Grumble scheme to give us your thoughts and comments. It's quick, simple and easy.

You can make a complaint if you are unhappy with our service.

We will pay you compensation if you are entitled to it.

### Praise and Grumble

We want to hear from you if:

- You have received a good service (praise).
- You are unhappy about a service or the way you were treated (grumble).
- You have a suggestion about how our service could be better (suggestion).

### Ways to get in touch

- Complete the form at the back of this service standard and send it back to us using the freepost address.

- Complete the feedback form on our website at: [www.ncha.org.uk/feedback](http://www.ncha.org.uk/feedback).
- Write to us at one of the addresses at the end of this service standard.
- Get in touch with us on Facebook or Twitter.
- Tell a member of staff in person or on the phone.
- Send an e-mail to [feedback@ncha.org.uk](mailto:feedback@ncha.org.uk).

If English is not your first language and you need a translator or you need help please let us know when you contact us.

### What we will do

We will promise to listen, to take action where it is required and to improve our services where appropriate.

#### If we receive praise we will:

Log it and pass it on to the relevant individual and/or team and their manager.

#### If we receive a grumble we will:

Log it and pass it on to the appropriate manager who will discuss it with their team and decide what, if any, action they need to take.

#### If we receive a suggestion we will:

Log it and pass it on to the appropriate manager who will discuss it with their team to see if it can be progressed.



We will discuss your praise, grumble or suggestion in team meetings and with tenants to agree how we can improve our service.

You will not receive a reply unless you have asked for one or we need further information from you.

### Complaints

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#### Resolution first time

Where possible a complaint should be raised with the member of staff who first dealt with the problem. We may be able to resolve your problem quickly without going through the complaints process.

#### Formal complaints

If you think that your complaint should be dealt with by a manager you will be making a 'formal complaint'. This is how it works:

##### Stage 1 - Complaint

- We will give the details of your complaint to the line manager responsible for the service you have complained about.
- The line manager will investigate and will aim to reply to you in writing within ten working days.
- If the line manager needs to get information from someone else and cannot reply within ten working days, they will write to you explaining why and when you can expect a full reply.
- If you remain dissatisfied you have 20 working days to inform NCHA that you wish the complaint to go to Stage 2.

##### Stage 2 - Complaint

- If you are still unhappy after receiving a reply to your Stage 1 complaint you should complain to the departmental manager. You can do this by phone, email, in writing or via social media.
- A senior manager will investigate the original complaint together with any other matters that may be relevant. You may be contacted for additional information.
- The senior manager will aim to reply to your complaint in writing within ten working days. If they need more time they will write to you within ten working days to tell you why and when you can expect a full reply.
- If you remain dissatisfied you have 20 working days to escalate the complaint to Stage 3.

##### Stage 3 - Review Stage

- If you are still unhappy when you receive a reply to your Stage 2 complaint, you can appeal to our Board of management to further review your complaint.
- To do this you should contact the senior manager that investigated your complaint at Stage 2.
- Our Board of management oversees everything we do. It is made up of people from the local community.
- At least three Board members will look at your complaint.
- You can go to the review meeting and tell the board your views.
- You may also bring a volunteer, advocate or a friend along to the meeting to help or support you.
- The meeting will normally take place within 28 working days of you asking for a Stage 3 review.
- You will be given at least ten working days notice of the meeting.
- After the meeting we will write to you within ten working days to give you the Board's decision.
- If the Board need more time they will write to you within ten working days to explain why and when you can expect a full reply.

Once NCHA's complaints procedure is completed you may take your complaint to a "Designated Person" to review the complaint.

A "Designated Person" can be one of the following:

- A member of the House of Commons
- A councillor for your local authority
- A designated tenant's panel (not currently available in NCHA).

### The Housing Ombudsman Service

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If your complaint has been through Stages 1, 2 and 3 and the Designated Person (or eight weeks have passed since the Stage 3 decision) and you are still not happy with the outcome you can complain to the Housing Ombudsman.

If you do this, you must complain to them within twelve months of the Stage 3 review decision.

You can contact the Ombudsman at:

**Housing Ombudsman Service**  
**81 Aldwych**  
**London**  
**WC2B 4HN**



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

Telephone: **0300 111 3000**

You can get a full copy of our complaints procedure by contacting us or downloading it from our website. Alternatively any member of staff will be happy to talk you through the procedure.

This complaints procedure does not apply if you use our Housing with Care and Support services. For information on how to complain about these services phone 0800 435 064 / 0115 844 3484.

## Compensation

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We will always try to provide a good service to all of our tenants. If we do not meet the standards we have set you may be able to claim compensation

### Communicating with you

We will give you £10 compensation if we do not:

- Answer your letters within ten working days.
- Answer your emails within five working days.
- Return messages you leave on our answer phone within one working day.

### Missed Appointments

We will tell you in advance if a member of staff or one of our contractors is not able to keep an appointment. If we do not do this then you are entitled to £10 in compensation.

You may also be able to claim for loss of income, annual leave or other expenses up to a maximum of £100 per day, if you can provide proof of the loss.

### Major Repairs

We may also pay compensation (and reasonable expenses in some instances) if you have to move out of your home because we have to undertake major repairs.

### Your Home Contents Insurance

You should claim on your own home contents insurance if there is an accident that damages your possessions, or fittings in your home such as shelves, curtains and carpets.

### How to claim compensation

You can claim compensation by writing, emailing, phoning or visiting us and asking for a claim form. If you're claiming for money you've spent you will need to provide receipts. If you're claiming for loss of earnings we will require proof from your employer. If the damage has been caused by NCHA or its contractor, then compensation may be payable by NCHA.

## Satisfaction, Learning and Monitoring

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After you have made a complaint we will contact you to find out how satisfied you are with the outcome and the way in which your complaint was dealt with. We set ourselves a target of 90% satisfaction.

Praise, grumbles and suggestions and complaints are monitored every three months by the Tenancy and Technical Services Customer Advisory Panels and the Collective Panel. We will let you know what has changed or improved because of your praises, grumbles and suggestions in Link magazine, on the NCHA website and at meetings with tenants.

All praise received is published internally at NCHA. Every year we publish information about our Praise and Grumble, Complaints and Compensation schemes. This includes; the number of complaints received, where they came from, who made them and what the complaints were about; the amounts paid in compensation, an analysis of who claimed compensation and an analysis of the type of compensation claimed, i.e. repairs or failure to meet our service standards.

We use all the information we get from our feedback schemes to improve our services.

## How we monitor our service standards

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We monitor our service standards by asking you if you are satisfied with the service and by looking at the feedback you give us. Managers and tenants look at this information and use it to improve the service.

We monitor how long it takes for us to deal with complaints and compensation claims and report back to our tenants and Management Board on how we've done.



## More information

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If you do not think that we are meeting the standards set out above please let us know.

If you have any questions please contact NCHA.

## Contact details

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Telephone:

0800 013 8555 / 0115 844 3150 (Main Switchboard)

0800 317 861 / 0115 844 2931 (Maintenance)

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

Web: [www.ncha.org.uk](http://www.ncha.org.uk)

NCHA  
3 Forest Court  
New Ollerton  
Newark  
NG22 9PL

NCHA  
12/14 Pelham Road  
Sherwood Rise  
Nottingham  
NG5 1AP

NCHA  
The Point  
Granite Way  
Mountsorrel  
Leicester  
LE12 7TZ

NCHA  
37A The Pinnacle  
Woolmonger Street  
Northampton  
NN1 1PB

## Translation

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By request we will do what is reasonable to provide copies of the wording of any document in another language or format.

Please telephone 0800 013 8555 / 0115 844 3150 or email [nottingham@ncha.org.uk](mailto:nottingham@ncha.org.uk)

## Feedback form

When you have completed this form, please return it (you do not need a stamp) to:

Nottingham Community Housing Association, FREEPOST MID20447, Nottingham, NG5 1BR.

Thank you.

Name:	
Address:	
Postcode:	
Phone number:	
Mobile number:	
Email address:	

This is: Praise  Grumble  Suggestion  Formal complaint

Have you already raised this matter with a member of staff? Yes  No

What would you like to tell us?

If you are not happy with our service, what do you think we should do to put things right?