

# Service standard: Feedback and Compensation

## Feedback and Compensation Standards – how to tell us what you think about our services and how we'll respond

NCHA is committed to providing good quality services.

We are a learning organisation and will listen to what you have to say about our services to improve them.

It's quick, simple and easy to give us your thoughts and comments.

### We want to hear from you if:

You have received a good service:

- You have a suggestion about how our service could be better
- You are unhappy with our service and wish to make a complaint

### Ways to get in touch

- Complete a 'We're Listening' card and send it back to us using the freepost address
- Complete our online feedback form at [www.ncha.org.uk/contact-us/contact-form/](http://www.ncha.org.uk/contact-us/contact-form/)
- Write to us at one of the addresses at the end of this service standard
- Tell a member of staff in person or on the phone
- Via email to [info@ncha.org.uk](mailto:info@ncha.org.uk)

- Telephone us on 0800 013 8555

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

Someone can act on your behalf if you have signed a consent form giving your permission.

### What we will do

We will listen to you, take action if required and improve our services where appropriate.

If we receive a praise we will record it to make sure the relevant individual/team and their manager are made aware.

If we receive a suggestion we will record it and pass onto the appropriate manager to see if it can be implemented.

If we receive a complaint we will:

- Aim to resolve and put right any issues when you first contact us and follow this up in writing
- Acknowledge your complaint within 3 working days
- Investigate your complaint thoroughly
- Contact you to discuss your complaint
- Write to you with a full response within 10 working days with contact details of who to contact if you are unhappy



- Contact you for your agreement if we need a further 10 working days to investigate your complaint
- Let you know how to request a review by a Senior Manager and the timescales for this
- Ask a Senior Manager to write to you within 20 working days of your request for a review with a full response
- Ask you to complete a satisfaction survey about how we handled your complaint and how you think we can improve

## Compensation

You may be eligible for compensation if we do not meet any standards we have agreed or you have had extra expense or losses for something that was our responsibility. We may also offer compensation if you have had to move out of your home so we can carry out major repairs. You may be able to claim for loss of income, annual leave or other expenses (maximum of £100 per day) if you can provide proof of the loss.

### We will pay £10 compensation if we do not:

- Answer your letters within 7 working days (complaints are 20 working days)
- Answer your emails within 3 working days
- Return messages you leave on our answer phone within 2 working days
- Give you 12 hours' notice that we cannot keep an appointment we have made with you

### 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.

### Ways to claim compensation

- You can write, email, phone or visit to ask for a claim form
- When returning the form you should:
  - Send your receipts to us for any money you are claiming for
  - Ask your employer to provide proof of loss of earnings or annual leave

Our compensation policy is available on request and online [www.ncha.org.uk/contact-us/contact-form/](http://www.ncha.org.uk/contact-us/contact-form/)

## How are we doing?

We are a learning organisation and use your feedback and best practice to improve our services.

We will:

- Review customer satisfaction with handling of complaints against our target of 90%
- Review satisfaction survey results and identify areas for improvement with customer groups
- Report on how we are doing with examples of improvements we have made in the customer Annual Report and to customer groups
- Review performance monthly by Managers and quarterly by NCHAs Board and Committees

## More information

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

Telephone:  
0800 013 8555

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

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

Facebook: /nottinghamcommunityhousingassociation

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## Translation

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