



How to make a Complaint

“White Horse Housing chooses to value complaints, to learn from them, and improve future services”.

What is a Complaint?

White Horse Housing Association defines a complaint as:

“an expression of dissatisfaction about our actions; or that of one of our agents, lack of action, or standards of services, where an initial response has not proven satisfactory. This could be received orally or in writing and by the complaint or their representative”.

This may include, but is not limited to:-

- Failure to provide a service or to achieve the standards of service we have promised.
- Failure to fulfil our legal or contractual obligations.
- Failure to follow a published policy.
- Unfair treatment of staff.
- Unacceptable delay or failure to respond to an enquiry or request.
- Dissatisfaction with a decision or the way that it was made.
- Dissatisfaction with the attitude of staff, contractors or agents.

A complaint is not:-

- A complaint against another customer of WHHA, or a third party.
- A complaint about an issue that occurred more than 12 months ago.
- A report of anti-social behaviour.
- An initial request for a service.
- An issue that forms part of legal action being taken by or against WHHA.
- An issue that forms part of an existing insurance claim made against WHHA.
- An issue regarding an external policy or legal matter which is outside of WHHA's control.

This is not an exhaustive list and is provided as a guide to what may not be considered a complaint.

Who can make a complaint?

Anyone who has any reason to come into contact with the business or services of WHHA, whether they are a tenant, leaseholder, managing agent, statutory organisation, contractor, private individual or a representative of any of these parties may log a formal complaint.

Complainants can be made by phone, email or letter (see contact details on the back page).

WHHA will provide assistance where necessary to those with particular needs or vulnerabilities that might affect their ability to access the complaints process. This will include providing face to face meetings, access to support services and working with advocates or designated persons to receive the complaint.

Group complaints

WHHA will accept complaints brought to us by a group of residents from the same residential area. The same complaint procedure will be applied to a group complaint as an individual complaint. The only difference shall be that the group shall be asked to nominate a lead complainant that we can liaise directly with, and who will be asked to co-ordinate any questions from the group. We, in turn, will send all correspondence to the lead complainant providing copies for the remaining group members.

Petitions

Petitions will be accepted by WHHA and evaluated as a complaint or a service review. If the petition is logged as a complaint it will be processed as a group complaint. If the petition is logged as a service review WHHA will carry out a full consultation.



Complaints

It is in the interest of the Association to ensure that complaints are resolved promptly, politely and fairly. A full complaints policy is available and gives further information as well as setting out the strict time frame that must be met regarding the complaint.

Complaints Process Stage 1 & 2

Stage 1:

Tenants wishing to make a complaint should do so, either verbally to the **Operations Director on 01380 850916**.

or in writing to:

**Operations Director
White Horse Housing Association
Lowbourne House
Lowbourne Road
Melksham
Wiltshire
SN12 7DZ**

The complaint should be made within 20 working days of the incident.

The Operations Director will reply within 10 workings days in response to the complaint.



Complaints

Stage 2:

If the complainant feels the **Stage 1** reply does not resolve the complaint then they can request it is escalated to **Stage 2** by writing to the Association's **Chief Executive** at:

White Horse Housing Association
Lowbourn House
Lowbourn Road
Melksham
Wiltshire
SN12 7DZ

This should be done within 20 working days from the date stated in the letter from **Stage 1**, asking for further consideration to be given to their complaint.

The Chief Executive will reply within 20 working days of receiving the complaint unless this not reasonably practicable.



Beyond Stage 2 - The Designated persons and the Housing Ombudsman

- If the complainant remains dissatisfied following the Stage 2 reply they are able to ask the Housing Ombudsman to review their complaint.
- When a case is accepted by the Ombudsman the complainant and WHHA will be informed by the Complaints Team. Acceptance of a case through Ombudsman will not prevent case Managers continuing to seek to resolve the complaint wherever possible.

Please Note:

Complainants who are not applying for housing with WHHA or who are not paying for a service from WHHA do not have the right to appeal to the Housing Ombudsman.



Contact details for Housing Ombudsman

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ

or call: 0300 111 3000
www.housing-ombudsman.org.uk



Housing
Ombudsman Service

Contact details for Regulator of Social Housing

Referrals and Regulatory Enquiries Team
Regulator of Social Housing
Level 2
7-8 Wellington Place
Leeds
LS1 4AP

email: enquiries@rsh.gov.uk
or call: 0300 124 5225



Services

It is nice to hear when you are pleased with our services. It helps us to identify what works well for our customers, which can be very useful for improving our services.



Contact Us

White Horse Housing Association Ltd
Lowbourne House
Lowbourne Road
Melksham
Wiltshire
SN12 7DZ

Tel: 01380 850916

Email: info@whitehorsehousing.co.uk

www.whitehorsehousing.co.uk

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