

**Milecastle**

Milecastle Housing Limited  
Beaufront Park  
Anick Road  
Hexham  
Northumberland  
NE46 4TU

**Milecastle**

Quality homes,  
thriving communities

**Milecastle**

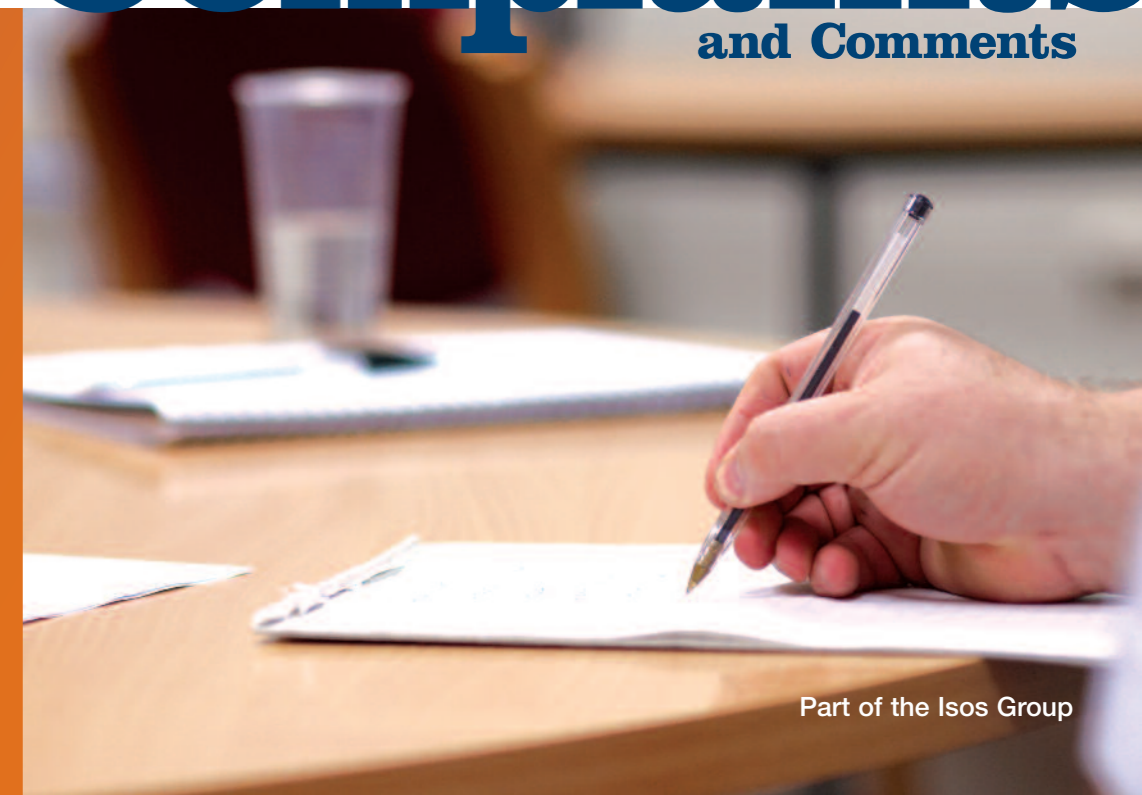
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Quality homes,  
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Have  
**your say**

Compliments,  
**Complaints**  
and Comments



# Complaints, Compliments and Comments

**At Milecastle Housing we aim to provide high quality services for all the communities we serve. We have customer service standards, which explain the level of service you can expect from us. These have been agreed after consultation with our residents.**

We believe that customers have the right to receive good quality service from us. We work hard to achieve this and welcome feedback on the service. We view any feedback as an opportunity to improve our service. This leaflet explains how to make a complaint, compliment or comment about our service.

This leaflet is available in other formats, languages, LARGE PRINT, Braille and audio tape on request.

## **What is a complaint?**

**A complaint is when you tell us you are not happy with our service. For example if:**

- We do not deliver a service on time
- We give you the wrong information
- You receive a poor quality of service
- You have a complaint about a member of staff

## **What is a compliment?**

**A compliment is when you tell us you are happy with our service. For example if:**

- We deliver a service on time
- We give you the correct information
- You receive a good or excellent quality of service
- You want to praise or highlight the service given to you by a member of staff

## **What is a comment?**

**A comment is when you make a suggestion or have an idea regarding our service, which may help us to improve it.**

## **How we will deal with your complaint/our promise to you**

- We will deal with your complaint quickly and fairly in line with the timescales set
- We will tell you what is happening with your complaint and we will do everything we can to help you
- We will treat the information you give us in strict confidence
- We will explain our decision
- We will use complaints to review and improve the way we provide services
- If you make a complaint it will not affect your right to services

## **How do I make a complaint?**

- You can complain in person, by phone, by letter, by fax or by email
- You can complete the Complaints Form in this leaflet and send it to us
- You can ask a friend or relative to speak or write to us on your behalf

### **When you contact us please make sure you:**

- Give your name, address and phone number
- Tell us what your complaint is about

Our Complaints Officer will keep you informed of how your complaint is progressing.

## **How we deal with your compliments and comments**

**When you make a compliment or comment we will write to you within 10 working days. We will acknowledge your feedback and advise you of how we will use this to improve our services.**

## **The complaints process**

**Firstly, we ask you to discuss your concerns with a member of staff. It may be possible to sort things out quickly. If you remain unhappy, we will progress the issue through the complaints process.**

**To deal with your complaint efficiently, we will deal with your complaint at Stage One initially, and pass through to Stages Two and Three if this is needed.**

### **Stage One:**

Our Complaints Officer will acknowledge your complaint within two working days. A Manager will review your complaint and within 10 working days provide a full written response. If you are not happy with the response you can move on to Stage 2.

### **Stage Two:**

You can ask for the complaint to be reviewed within 10 working days by our Managing Director, who will provide a full written response. If you are not happy with the response you can move on to Stage 3.

### **Stage Three:**

You now have two options available for your complaint.

You can ask for it to be reviewed by either:

1. Chair/Vice Chair of Board, or
2. By a Complaints Appeal Panel

1. If you chose to have your case reviewed by the Chair/Vice Chair, he/she will consider all evidence relating to the case. He/she will advise you of the outcome of your complaint. We will send you a full written response within 20 working days.

2. If you choose to have your case reviewed by a complaints appeal panel, you will get the opportunity to put your case to them in person. The complaints appeal panel will have a hearing within 20 working days of receiving the request. You will receive the results of the appeal 10 working days after the hearing.

### **What happens if I'm still not satisfied?**

You can contact the Independent Housing Ombudsman, however they will only consider the matter after you have been through all three stages of the complaints procedure.

### **The Independence Housing Ombudsman can be contacted at:**

The Independent Housing Ombudsman,  
81 Aldwich, London WC2B 4HN

**T** 020 7421 3800

**F** 020 7831 1942

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

**W** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### **Monitoring**

After your complaint has been dealt with we will ask you to complete a short form to let us know how you think we handled your complaint. Our performance on how we manage complaints will be reported through our newsletters.

## Contacts

Please write to us:

### Milecastle Housing

Beaufront Park  
Anick Road  
Hexham  
Northumberland  
NE46 4TU

Customer Services: 01434  
611400

Repairs Direct: 0800 1970020

enquiries@milecastlehousing.co.uk  
[www.milecastlehousing.co.uk](http://www.milecastlehousing.co.uk)

### Isos Housing Ltd

Number Five  
Gosforth Park Avenue  
Gosforth Business Park  
Newcastle upon Tyne  
NE12 8EG

T 0191 292 3000

info@isoshousing.co.uk  
[www.isoshousing.co.uk](http://www.isoshousing.co.uk)

If you would like this document translated, please contact the number below giving your full contact details:

"إذا كنت ترغب في هذه الوثيقة مترجمة بلغتك الخاصة الرجاء الاتصال بالرقم أدناه:"

আপনার মাতৃভাষায় এই তথ্যপত্রের অনুবাদ চাইলে অনুগ্রহ করে নিচের নাম্বারে ফোন করুন:

“如果你希望將這份文件翻譯成你的母語，請撥打以下的電話號碼，進行聯係。”

"Ako želite da ovaj dokument prevedemo na vaš jezik, molimo vas da nas pozovete na broj:"

"اگر مایلید این جزوہ بہ زبان شما ترجمہ شود لطفاً با شماره تلفن ذیل تماس بگیریڈ."

« Si vous souhaitez recevoir ce document traduit dans votre langue maternelle, veuillez contacter le numéro ci-dessous ».

यदि आप इस दस्तावेज़ का हिन्दी में अनुवाद चाहते हैं तो कृपया नीचे दिये नम्बर पर सम्पर्क करें।

„Jeżeli chcieliby Państwo uzyskać tłumaczenie tego dokumentu na Państwa język, prosimy o kontakt pod poniższym numerem:"

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਪੰਜਾਬੀ ਵਿਚ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

"Ако желите да овај документ преведемо на ваш језик, молимо вас да нас позовете на број:"

"Bu dokümanın dilinize çevrilmesini istiyorsanız lütfen aşağıdaki numaradan temasa geçiniz:"

"اگر آپ اس دستاویز کا اپنی زبان میں ترجمہ کروانا چاہتے ہیں تو برائے مہربانی مندرجہ ذیل نمبر پر رابطہ کریں:"

If you would like this form in another language, large print, Braille, or audio tape please telephone Customer Services on 01434 611400.

## Complaint, Compliment or Comment Form

Please use this form to get in touch if you want to make a complaint, compliment or comment.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email: \_\_\_\_\_ Date: \_\_\_\_\_

I want to make a:  complaint  compliment

comment

Please tell us about your complaint, compliment or comment  
(please use a separate sheet if necessary)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you contacted someone about this before?  Yes  No

Who did you write or speak to? \_\_\_\_\_

When was this? (day/month/year) \_\_\_\_\_

\_\_\_\_\_

What would you like us to do? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### FOR OFFICE USE ONLY

OFFICER RECEIVING COMPLAINT: \_\_\_\_\_

DATE RECEIVED: \_\_\_\_\_

REFERRED TO: \_\_\_\_\_

DATE ACKNOWLEDGED: \_\_\_\_\_