

## **Putting things right**

### **A guide to complaints**

#### **What is a complaint?**

It's when you are not satisfied with either the service you get or a lack of action on our part.

If you're not happy with the service you've received from us, we want you to let us know so that we can put it right.

Get in touch with us. We will try to sort out the issue straight away. You can get in touch with us through any channel, including social media and you don't need to make a complaint in writing for us to respond. If you would like, someone can make a complaint on your behalf. They are known as an advocate.

#### **How do we deal with complaints?**

We will get in touch with you within 5 days of receiving your complaint and agree a timeframe for replying to your complaint and when you can expect an answer.

Depending on how complicated your complaint is, you will usually receive an answer within 10 days of us receiving the complaint. We will always reply within 20 days of getting your complaint.

We will also agree how you would like us to respond and what a successful outcome would be for you.

Once we have logged your complaint, we will give you a reference number, contact details for the person who will deal with your complaint and when you can expect to hear back from us.

You will get a formal answer to your complaint either via email or a letter, as well as the method we have agreed with you. This answer will confirm the outcome of our investigation, how we have reacted to your complaint and what changes, if any, we have made to our business practices as a result of learning from your complaint.

#### **What happens if you are not happy with how we have dealt with your complaint?**

If you are still unsatisfied, the complaint will be escalated to a senior staff member who will review the complaint and how it has been dealt with so far. They will ask you why you are unhappy with how we have answered your complaint and will agree a further date for when you can expect an answer from them. This will usually be within 20 working days of your appeal, but may take up to 30 days.

#### **Taking it further**

We aim to sort out your complaint quickly, but if you're unhappy with the final decision made you can take your complaint to a 'designated person' such as a local councillor or your MP.

They can try to resolve it for you or may decide to refer it to the Housing Ombudsman. The Housing Ombudsman is an independent service which deals with disputes between tenants and landlords.

For more information call 0300 111 3000 or go to

[www.housingombudsman.org.uk](http://www.housingombudsman.org.uk)

#### **When we get a complaint we will:**

Take your complaint seriously

Investigate it thoroughly

Be honest and fair in responding to it

Keep you informed of progress

Do our best to put any mistakes we have made right

Learn from any mistakes we have made

Leeds Federated have the right to decline dealing with a matter through the complaints process where there is a valid reason to do so.

This may include:

- Matters that have already been considered under the complaints policy
- “Vexatious”/persistent complaints
- Matters where legal proceedings have been started
- Where the issue that the complaint relates to occurred more than 6 months in the past

#### **Get in touch**

If you want to make a complaint you can:

Go to [www.leedsfed.com](http://www.leedsfed.com)

Email [hello@leedsfed.com](mailto:hello@leedsfed.com)

Call us on 0113 386 1000

Write to us

Talk to a member of staff

Contact us via Facebook or Twitter

#### **Leeds Federated Housing Association Ltd.**

15<sup>th</sup> Floor, Pinnacle, 67 Albion St, Leeds LS1 5AA

**T** 0113 386 1000

**E** [hello@leedsfed.com](mailto:hello@leedsfed.com)

**W** [www.leedsfed.com](http://www.leedsfed.com)

Twitter: [@leedsfederated](https://twitter.com/leedsfederated)

Facebook : [www.facebook.com/leeds.fed](https://www.facebook.com/leeds.fed)

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