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# 09

## Your views and feedback

Your views are really important to us as they help us to improve the services we offer.



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Our aim at One Housing Group (OHG) is to deliver you an excellent service. Your views are really important to us as they help us identify how we can improve the services we offer. We welcome complaints, feedback and suggestions as part of our Service Improvement Framework. Below is a range of ways you can provide this feedback to us.

## Solutionsbox

Solutionsbox is a way that you can let us know your suggestions for improvement. They will go directly to the Service Improvement and Policy Team and feed directly into the work that they do.

Email [solutionsbox@onehousinggroup.co.uk](mailto:solutionsbox@onehousinggroup.co.uk) or write to the team at:

**Solutionsbox c/o Service Improvement Team**  
**Freepost LON4191**  
**London NW1 0YT**

## Complaints

You can make a complaint by telephone, letter, email, in person or via the website. The relevant contact details can be found at the front of this handbook.

You can also complete the complaints form found at the end of this chapter.

### **What happens when you make a complaint?**

We will send you an acknowledgment letter to let you know that we are dealing with your complaint. The letter will tell you who will be investigating your complaint and the date by which they will respond in writing to inform you of what action will be taken.

## Chapter 9

### Your Views and Feedback

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#### **The complaints procedure has four stages for Community Housing Association tenants**

##### **Stage 1**

The Line Manager of the service you are complaining about will investigate your complaint and reply to you within 10 working days. If your complaint needs more investigation they will contact you to agree upon an extended investigation date.

##### **Stage 2**

If you are not satisfied with the Manager's decision at stage 1, you must advise us of this within 20 working days from the date of the Manager's decision letter. Your complaint will then move to stage 2 and will be investigated by an Assistant Director. The Assistant Director will inform you of their decision within 10 working days.

##### **Stage 3**

If you are not satisfied with the Assistant Director's decision at stage 2, you must advise us of this within 20 working days from the date of their decision letter. Your complaint will then move to stage 3 and will be investigated by a Director. The Director will inform you of their decision within 10 working days.

##### **Stage 4**

If you are dissatisfied with the Director's decision at stage 3, you can then appeal to the Board Complaints Panel. You must appeal within 20 working days of the date of the Director's decision. The Complaints Panel has three members; one will be a tenant board member. An appeal hearing will be set up and you will receive the panel's decision within 10 working days of the hearing.

If you are unhappy with the panel's decision you can complain to the Housing Ombudsman at:

**The Housing Ombudsman Service**  
**81 Aldwych, London WC2B 4HN**  
**Telephone 020 7421 3800**

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## **The complaints procedure then has three stages for Island Homes and Toynbee Housing Association tenants**

### **Stage 1**

The Line Manager of the service you are complaining about will investigate your complaint and reply to you within 10 working days. If your complaint needs more investigation they will contact you to agree upon an extended investigation date.

### **Stage 2**

If you are not satisfied with the Manager's decision at stage 1, you must advise us of this within 28 calendar days from the date of the Manager's decision letter. Your complaint will then move to stage 2 and will be investigated by an Assistant Director. The Assistant Director will inform you of their decision within 10 working days.

### **Stage 3**

If you are not satisfied with the Assistant Director's decision at stage 2, your complaint will be moved to an Appeals Panel. You will be invited to attend the Appeals Panel. This is the final stage your complaint can be dealt with at an internal level. The Appeals Panel will convene within 28 calendar days of receiving the request from you to take the complaint to stage 3.

If you are unhappy with the panel's decision you can complain to the Housing Ombudsman.

## **Service Standards for if you make a complaint**

- We will accept verbal or written complaints in any format, e.g. phone, letter, email, via the website or in person
- We will acknowledge your complaint on the day it is received
- We will confirm who will be responsible for the investigation and when you will receive a decision
- We will advise you how to escalate your complaint through each of the internal stages if you remain dissatisfied
- We will use lessons learnt from complaints to drive service improvements
- We will always try and resolve your complaint quickly and efficiently.

## **If you have a compliment or suggestion**

- We have a Solutionsbox for tenants to send their compliments and suggestions
- We will respond to all compliments and suggestions within 10 working days
- We will publish a report on all suggestions we have implemented annually so you can see how your feedback contributed to us improving our service.