

SWAN HOUSING ASSOCIATION COMPLAINTS PROCEDURE

FIRST POINT OF CONTACT

If we have failed to provide you with a service or if you are unhappy with the service we have provided or the way we have dealt with you, the first step is to go back to the section or person you are dealing with and we will try resolve the problem immediately and try to put things right.

Satisfied

Not Satisfied

STAGE 1

If you are not satisfied with the outcome of your initial contact with us, you can make a formal complaint and we will investigate your complaint at stage 1 of our complaints procedure. You can make a complaint either on the phone or in person, write to us using our complaints form, e-mail us or contact us through our website.

We will pass your case to the relevant manager and acknowledge your complaint within 3 working days and respond within 10 working days

Satisfied

Not Satisfied

STAGE 2

If you are unhappy with the manager's response, you can contact the Customer Feedback Co-ordinator and ask them to pass your complaint to one of our directors. The director will review your complaint and decide whether there is more we could do.

We will send you the director's full response within 10 working days of you asking for your complaint to be reviewed

Satisfied

Not Satisfied

STAGE 3

If you are still unhappy with the outcome of your complaint after a director has reviewed it, you can ask for a Stage 3 panel to review your case. A member of one of our Regional Committees and a Swan tenant or leaseholder will hear your appeal. You may attend the panel meeting if you wish to explain why you are still unhappy.

We will arrange and confirm a hearing date of the panel hearing in writing to you within 10 working days and will send you a full response about the outcome of your complaint within 5 working days of the meeting. The decision that the Stage 3 panel make will be our final response to your complaint.

Satisfied

Not Satisfied

THE INDEPENDENT HOUSING OMBUDSMAN

If after going through all 3 stages of our complaints procedure you are still unhappy you can contact the Independent Housing Ombudsman. Normally the Ombudsman will only deal with your case if you have followed all the stages of our procedure.

Satisfied

COMPLAINT SETTLED

