



Rockingham
Forest
Housing
Association

'Getting it Right'



RFHA Compliments, Comments
and Complaint Policy

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Rockingham Forest Housing Association aims to be an excellent landlord and provide the highest level of service to its customers. When our service is not as good as it should be, we want to know about it so we have the opportunity to put things right. It is also nice to be told when we do something well!

We also welcome your comments about any aspect of the service that we provide. We see this as an opportunity to listen to our customers and use their feedback to continually improve our services.

What is a Complaint?

You can complain if you feel we have:

- done something wrong
- done something we should not have done
- failed to do something we should have done
- behaved unfairly or discourteously
- not carried out a service to an agreed standard
- not responded to your request within our stated timescale.

You can contact us in a variety of ways.

These include:

- telephone or fax
- letter
- in person
- email.

A member of our Customer Service Team will be able to assist you if you wish.

What Will We Do?

When you make a complaint we will:

- apologise
- deal with your complaint quickly
- handle it fairly and politely
- look into it fully
- resolve the problem where possible
- learn from and, if necessary, adapt our service
- award compensation if appropriate.

We want to create a climate where the improvement of our service is part of an on-going partnership between RFHA and our customers.

How Do You Complain?

Stage 1:

If you are unhappy about any aspect of our service please tell us. It is helpful if you can provide as much detail as possible in order to help us to resolve the problem promptly.

You should contact:

Customer Services Team

Rockingham Forest Housing Association,
St Peter's House, 101 Wellingborough Road,
Rushden, Northants NN10 9YL

tel	01933 411400
fax	01933 411420
e-mail	complaints@rfha.org.uk

We aim to deal with most problems and difficulties at the point at which you first contact us and most are dealt with within 5 working days. We find that this generally provides the best service for our customers.

If we think that your complaint will take longer than 5 working days to resolve we will write to you to tell you. Where we can contact you by telephone, email or text we will also do so.

When we have dealt with your complaint we will write to you to tell you of our decision.

We will seek to complete our investigations within 10 working days unless we have advised you otherwise.

Stage 2:

Where you are not satisfied with what we have done or the problem continues you can ask for a review of our decision. You can do this by telephone, fax email or in person. A Senior Manager will be able to assist you with this if you wish. You should tell us why you are unhappy with our decision and how you would like the matter to be resolved. This should be done within 28 days of our initial response.

We aim to acknowledge your complaint within 5 working days. If we need further information from you we will contact you to advise you of this.

We aim to complete our investigations within 10 working days. We will write to you stating whether or not this review has upheld your complaint. Reasons for our decision will be given in this letter.

Stage 3:

If you are still unhappy with our decision, please tell us. Your complaint will be dealt with by a Complaint Panel made up of members of our Board of Management.

You should outline the reasons why you are unhappy with the decision we made following our investigation of your complaint and how you want the matter to be resolved. This should be done within 28 days of our response to you in stage 2.

A meeting of the Complaint Panel will take place at a mutually convenient time. We will aim for this to be within 28 days. You can attend this meeting to put your case forward in person if you wish.

Following this meeting, the Board of Management will aim to write to you within 10 working days to advise you of the decision of the panel.

What Happens Next?

If you remain unhappy with the decision of the Association, you can contact the Independent Housing Ombudsman at:

Housing Ombudsman Service

81 Aldwych, London

WC2B 4HN

Tel: 020 7421 3800

Lo-Call 0845 7125 973

Minicom 020 7404 7092

Fax 020 7831 1942

Email info@housing-ombudsman.org.uk

The Independent Housing Ombudsman will not consider a complaint unless you have already used our complaint procedure.

Compliments and Comments

If you would like to tell us about something that you think we have done well or would like to make any other comment or suggestion about how we do things at Rockingham Forest please contact us on the details on the back cover of this leaflet .We value all the feedback that we receive as it allows us to continually improve the service that we provide to our customers.



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visit: rfha.org.uk

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