

# Making a Complaint

We recognise that sometimes things go wrong and there will be occasions when you are dissatisfied and wish to complain. When this happens, we will try to resolve your complaint as quickly as possible.

## What is a complaint?

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents."

## Complaints can be about:

Disagreement with a decision

Delay or failure to respond

Care and Supported  
Housing feedback

Failure in quality of service



Dissatisfaction with the way a member of staff has dealt with an issue, including being treated unfairly

Dissatisfaction with a third party/  
contractor acting on behalf of Hightown

A matter of Hightown's policy or  
procedure not being followed

## Who can make a complaint

Anyone can make a complaint to us. If you are unable to or are reluctant to make a complaint yourself, we accept complaints from a representative of a resident or service user who is dissatisfied with our service. We can take complaints from a relative, a friend or an advocate if you have given them your consent to complain on your behalf.

## How to make a complaint



**Website:** Complete a form on our website  
<https://www.hightownha.org.uk/contact-us/compliments-complaints-and-feedback/>



**Through your MyHightown account**



**Email:** [customer.resolution@hightownha.org.uk](mailto:customer.resolution@hightownha.org.uk), [cash.services@hightownha.org.uk](mailto:cash.services@hightownha.org.uk)



**Phone:** 01442 292300 - ask for Customer Resolution team



**Post:** Hightown House, Maylands Avenue, Hemel Hempstead, Herts, HP2 4XH



**In Person:** by appointment for Housing or for Care and Supported Housing services at our schemes



\*An easy read version of the complaints leaflet is available on our website.

## Our formal two stage complaints process

### STAGE 1 COMPLAINT

If you are not happy our Customer Resolution team / Care & Support Operations Manager will review and record your complaint



We will **acknowledge** your complaint within 5 working days.



During this time we will **investigate** your complaint.



We aim to **respond** to your complaint within 10 working days. If we need longer to investigate we will contact you to discuss this.

### STAGE 2 COMPLAINT

Your stage two complaint will be recorded under the same reference number as stage one



We will **acknowledge** your complaint within 5 working days.



Our Complaints and Resolution Manager / Care & Support Contracts Manager will record and further **investigate** your complaint.



We will review and **respond** to your escalation complaint within 20 working days. If we need longer to investigate we will contact you to discuss this.



#### **SATISFIED**

We aim to resolve your complaint at the first stage and close the complaint if you are satisfied with the outcome.



#### **NOT SATISFIED**

If you are not happy with the outcome of your complaint you can escalate to stage 2 within 20 working days.

Following our response you may receive a questionnaire to ask how we did.

## Please note if you remain dissatisfied after formal stage one and two of our complaints process

Tenants and Homeowners can refer complaints to the Housing Ombudsman Service where your complaint will be independently reviewed. You can find more information on their website or contact them as follows:



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



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



**Phone:** 0300 111 3000



**Post:** Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

### Care and Supported Housing (C&SH)

Please contact us at [cash.services@hightownha.org.uk](mailto:cash.services@hightownha.org.uk) or by calling 01442 292300 to check details of the relevant organisation to escalate your complaint to as our services are governed by different organisations.

**Please note** that whilst the Housing Ombudsman supports further investigation of the majority of housing complaints, there may be occasions where an alternative regulatory organisation needs to do this. For example: Homeowner service charges – First Tier Tribunal (Property Chamber).

## Learning from complaints

We review our complaints and consider whether any changes are needed to working practices, policies or whether any improvements to the services can be made. Please see improvements and changes as a result of your feedback published in our Annual Report for Residents.

## Compliments and comments

If you're impressed with something we have done, or if a staff member or team has gone the extra mile to support you, please let us know by completing the form on our website or emailing -

[housing.services@hightownha.org.uk](mailto:housing.services@hightownha.org.uk) or  
[customer.resolution@hightownha.org.uk](mailto:customer.resolution@hightownha.org.uk) or  
[cash.services@hightownha.org.uk](mailto:cash.services@hightownha.org.uk)

## Get involved

If you would like to get involved in reviewing our complaints trends and recommend changes to make our services better, join our two scrutiny groups. These groups comprise residents and team members who meet quarterly. Email [involve@hightownha.org.uk](mailto:involve@hightownha.org.uk).

## Service requests

If you raise a concern that we consider to be a service request opposed to a complaint (for example a repair that is required or an anti-social behaviour report) we will log it with the relevant service area and contact you to advise of this.

## If you would like to receive this information in another language, on audio tape/ CD, in large print or Braille, please call 01442 292300.

Kung gusto mong makatanggap ng impormasyong ito sa ibang salita, tape, CD, malaking sulat o' Braille, tumawag lang sa 01442 292300

Se desiderate ricevere queste informazioni in un'altra lingua, su audiocassetta/CD, a caratteri ingranditi o in Braille, vi preghiamo di contattare il numero telefonico 01442 292300.

Jeśli chciałbyś/chciałabyś otrzymać te informacje w innym języku, na taśmie audio lub CD, dużą czcionką lub Braillem, proszę zadzwonić pod nr: 01442 292300.

Se for do seu interesse obter estas informações em outro idioma, em gravação em fita ou CD, em letras garrafais (letras grandes) ou Braille, favor entrar em contato através do número 01442 292300.

Jos haluaisitte saada tämän tiedon muulla kielellä, kasetilla tai CD:llä, isona tekstinä tai pistekirjoituksena, olkaa hyvä ja ottakaa yhteyttä numeroon 01442 292300.

Hightown Housing Association Ltd. Hightown House  
Maylands Avenue Hemel Hempstead Herts HP2 4XH  
01442 292300 - [info@hightownha.org.uk](mailto:info@hightownha.org.uk)  
[www.hightownha.org.uk](http://www.hightownha.org.uk). A charitable housing association.