



Housing

Suggestions, comments and complaints

How to tell us what you think
about the services we provide in Oldham.

Suggestions, comments and complaints

Housing21 is always pleased to hear from people who feel we have provided a good service. We would also like to hear from people if they are not happy with the standard of service that we provide.

How can we best help you?

Feedback we receive from tenants has told us that most people prefer to resolve complaints quickly and informally and the best way to achieve this is to raise issues with your Local Housing Manager as soon as you experience a problem.

Your family and friends can also be a great source of advice and help. There are a number of independent organisations that can provide advice, such as your local Citizens Advice Bureau and Age Concern. You will find useful contact details on page 4.

If you need any help in composing your complaint, do feel free to approach a member of our staff.



How will we handle your complaint?

We try to deal with complaints, grievances and other matters as quickly as possible, but this often depends on how complicated the problem is. We will acknowledge receipt of your complaint within 2 working days of us receiving your correspondence or phone call.

A more detailed response will be sent to you within 7 working days from receipt of your complaint explaining what action is being taken or will be taken. If more time is required to fully investigate your complaint we will tell you when you can expect to receive a full response.

What if you are not satisfied?

If your complaint is not resolved to your satisfaction you can ask for it to go to the next stage.

This means it will be referred to The Head of Service in Oldham who will consider the matter and respond to you within 14 working days from the date that they received it.

What if you are still not satisfied?

If the Head of Service is unable to resolve your complaint to your satisfaction, you have the right to request that your complaint is investigated by the Housing Ombudsman.

If your complaint relates to the social care you receive, you can take your complaint to the Care Quality Commission.

Obtaining independent help

There are several independent agencies that can offer help and advice. You can contact these at any time before or during the complaints process.

These include:

- Citizens Advice Bureau
- Housing Aid Advice Centre (part of Shelter)
- A solicitor
- Your local councillor
- Your Member of Parliament

Housing 21 Contact Details

OLDHAM OFFICE

Hollinwood
Business Centre,
Albert Street,
Hollinwood, Oldham
OL8 3QL

Telephone 0345 604 4447

You can contact us by e-mail
oldhamenquiries@housing21.org.uk

HEAD OFFICE

Housing21
10th Floor
Tricorn House 51-53
Hagley Road
Birmingham
B16 8TP

Telephone 0370 192 4000 You
can contact us by email
enquiries@housing21.org.uk



Useful contact details:

Housing Ombudsman Service 81
Aldwych
London
WC2B 4HN

Telephone: 0300 111 3000
e-mail: info@housing-ombudsman.org.uk

The Local Government and Social Care Ombudsman

(Adult Social
Care) PO Box
4771 Coventry
CV4 0EH

Telephone: 0300 061 0614

(The Local Government and Social Care Ombudsman considers complaints against social care providers. The Ombudsman will generally only consider complaints after the relevant care provider has exhausted their own complaints procedure.)

If you need any information in a different format for example large print, Braille, audio tape or another language, please contact your Local Housing Manager or call the Oldham office on 0345 604 4447.

www.housing21.org.uk
[@Housing21](https://www.housing21.org.uk)

