

# Guide to making a suggestion, comment, compliment or complaint

Spring 2024



# Complaints

At Housing 21 we want to ensure you're happy living with us and with the services you receive which is why we encourage you to provide feedback and get involved in decisions that affect you and where you live.

We're always keen to hear about things that are going well, but just as important is understanding where things are less than satisfactory and areas where we can improve which is why we genuinely welcome any suggestions or comments you may have.

You can feedback on your experiences – both good and bad – by writing, telephoning, emailing or speaking to your local manager in the first instance.



# Do you have a complaint?

If you are not certain if your issue is a complaint, the Housing Ombudsman defines a complaint as:

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

We want to ensure we always provide the best service to you, so we are just as eager to find out about the exceptional service as we are about services which could be improved.

## We want to hear from you about:

- The quality of our service
- Experiences with employees
- Something we've done
- Something we've not done

## We commit to:

- A two-stage formal complaints process
- Applying a consistent approach and monitoring complaints carefully so we learn from them and develop good practices for the future

If you have had a less than satisfactory experience with us, we will always try to resolve the issue as quickly as possible. If you are unsatisfied with the outcome, you can escalate to stage two of our complaint process for further investigation.



# What to do if you have a complaint

If you do have a complaint, the first thing to do is report the incident by email, phone, in writing or in person to your local manager. You don't need to fill out a specific form; just explain what has happened. As per the Housing Ombudsman's Complaint Handling Code, we will adhere to the following timescales when investigating your complaint:

- **Stage one:** we will acknowledge your complaint within five working days with the details of the person handling your complaint.
- We will respond to your complaint within 10 working days from acknowledgement. In exceptional cases, if we need to extend this timescale, we will let you know the reason for this and the revised timescale in which we will respond.
- **Stage two:** we will acknowledge your complaint within five working days.
- Response provided within 20 working days from acknowledgement. In exceptional cases, if we need to extend this timescale, we will let you know the reason for this and the revised timescale in which we will respond.

A more detailed breakdown of the complaints process can be found on our Timescales For Complaints page on the website or by scanning the QR code.





If you remain dissatisfied, or you do not receive a response in the timescale we have agreed with you, you may refer a complaint about care to the Local Government (Social Care) Ombudsman or a complaint about housing to the Housing Ombudsman Service.

When referring to the Ombudsman we will co-operate fully during any investigation and comply fully with the resulting decision which will be binding on us.



# Raising a complaint?

We hope you never have reason to raise a complaint with us. But if you do, complaints can be made:

- In person to your local manager
- Over the phone to your local manager or by calling our complaints line: 0303 123 1622
- By email: [feedback@housing21.org.uk](mailto:feedback@housing21.org.uk)
- Digitally by social media:    
- In writing to:  
Freepost RTJE-LEHY-SGLJ  
Housing 21 Complaints  
Tricorn House  
51-53 Hagley Road  
Birmingham  
B16 8TP

(Please note that our operating hours are 9am until 5pm, Monday to Friday)

You have the right to have a representative accompany you to any meetings with Housing 21 linked to your complaint.

A copy of our Complaints Policy outlining our approach in detail is available on our website, or you can scan our QR code:





# Feedback about care services

If you or someone else has feedback about care provision, in the first instance, you should contact the Housing and Care Manager. If the care is funded or arranged by a local council, you can also complain to them about your issue.

All of our care services, regardless of whether they are provided by Housing 21 or an outside provider, are regulated by the Care Quality Commission (CQC). You can tell the CQC about good or poor care which you have seen or experienced.

The CQC is not able to take forward complaints on your behalf but do use all the information given to them to understand the quality of care being provided.



# What if your issue isn't a complaint?

There may be certain cases where we think the issue would not be best dealt with as a formal complaint, for example, it might be around antisocial behaviour or a safeguarding concern.

We will contact you within five working days and explain how we are going to handle your issue.



# Important contact details

## Housing 21

How to contact  
Housing 21

**Call:**  
0303 123 1622

**Email :**  
feedback@housing21.org.uk

**Write to:**  
Freepost RTJE-LEHY-SGLJ  
Housing 21 Complaints,  
Tricorn House, 51-53, Hagley  
Road, Birmingham. B16 8TP

## Housing Ombudsman Service

How to contact the  
Housing Service  
Ombudsmans

**Call:**  
0300 111 3000

**Email :**  
info@housingombudsman.org.uk

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

## Local Government & Social Care OMBUDSMAN

How to contact the  
Local Gov and Social Care  
Ombudsman

**Call:**  
0300 061 0614

**Opening Times:**  
(open on Tuesday to Friday  
between 10am and 4pm)

**Write to:**  
PO Box 4771,  
Coventry  
CV4 0EH

## CareQuality Commission

How to contact the  
Care Quality Commission

**Call:**  
03000 616 161

**Email:**  
enquiries@cqc.org.uk

**Write to:**  
Care Quality  
Commission, Centre  
Citygate, Gallowgate,  
Newcastle upon Tyne, NE1 4P



Give us your views on living with Housing 21 and score  
us on Trustpilot at <https://uk.trustpilot.com>

This brochure can be provided in a different format, such  
as large print, Braille or another language. Please contact:  
[communications@housing21.org.uk](mailto:communications@housing21.org.uk)

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L0055 Community Benefit Society FCA Reg. No. 16791R