

SUMMARY

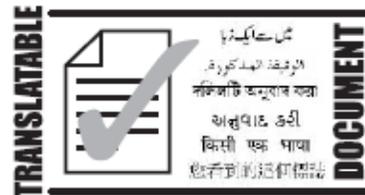
The Association welcomes feedback about the quality of its services and sets up a range of systems to encourage people to express their feelings. We recognise that sometimes people can get upset about things that we do or do not do. If that is the case we want to know so that we can do something about it if we can and try to learn from what has happened.

This pamphlet summarises our policy, a copy of which is available on demand.

Equal Opportunities

Wirral Methodist Housing Association is an equal opportunities organisation. The Association is determined that people of all races, religion, colour, ethnic origin, sex, marital status and disability and politics will be considered on equal grounds in all dealings with the Association.

A copy of Wirral Methodist Housing Association's full policy on Compliments, Concerns and Complaints is available on request from the office overleaf.



WIRRAL METHODIST HOUSING ASSOCIATION



COMPLIMENTS CONCERNS AND COMPLAINTS

Oswald House
42 Hamilton Street
Birkenhead CH41 5AE

Tel: 0151 647 5471

Fax: 0151 647 5178

Email@ admin@wmhaltd.org.uk

Who Can Use This Service

We will respond to approaches and issues raised by any member of the public, seeking to provide a polite, speedy response with an intention of resolving any difficulty.

The Policy is however aimed at and only for use by:

- Residential Tenants and Licencees
- Shared Owners
- Waiting List Applicants

What is a Compliment or Concern?

Sometimes people are particularly pleased with the service they receive from us. Maybe you have a good idea on how we can improve a service even more. If so, we want to hear from you and we will consider what you tell us.

What is a Complaint?

We treat the following issues as a complaint:

- Dissatisfaction with Wirral Methodist Housing Association policy or practice.
- Dissatisfaction with the way we have reached a decision or with the actions taken in implementing that decision.
- Staff or contractor attitudes.
- Delay in responding to, or complaints about, our administrative process.
- Failure to provide a service.
- Failure to achieve our service standards, or a reasonable quality of service.
- Failure to fulfil statutory or contractual responsibilities.

We will not treat the following as a complaint:

- Requests for a service, like the first report of a repair.
- Requests for information or explanation of WMHA policy or practice.
- Anonymous requests (see full Policy).

How Can I Have My Views Recorded?

- You can call at the office at Hamilton Street.
- You can (if a sheltered tenant) speak to the Sheltered Scheme Manager.
- You can write in.
- You can email us at admin@wmhaltd.org.uk
- You can telephone.

- You can ask us to visit you (subject to staff availability)
- You can fill in a Compliments & Complaints form.

What Happens Then?

- Details of any complaint received will be logged.
- The complaint will be acknowledged and investigated.
- The Chief Executive will formally reply to you within fourteen days.

Compensation

- Under very exceptional circumstances the Association may consider compensation.

What Happens If I Am Not Happy With My Reply?

- If you are dissatisfied with the outcome of your complaint, you can ask to take your case to the Association's Board. A separate leaflet entitled "How The Association's Board Members Can Help You" explains how to do this.
- If you have taken the matter to the Board without satisfaction, you can take the matter to the Housing Ombudsman Service. You will be supplied with information about how to about this at the relevant time by the Association.