

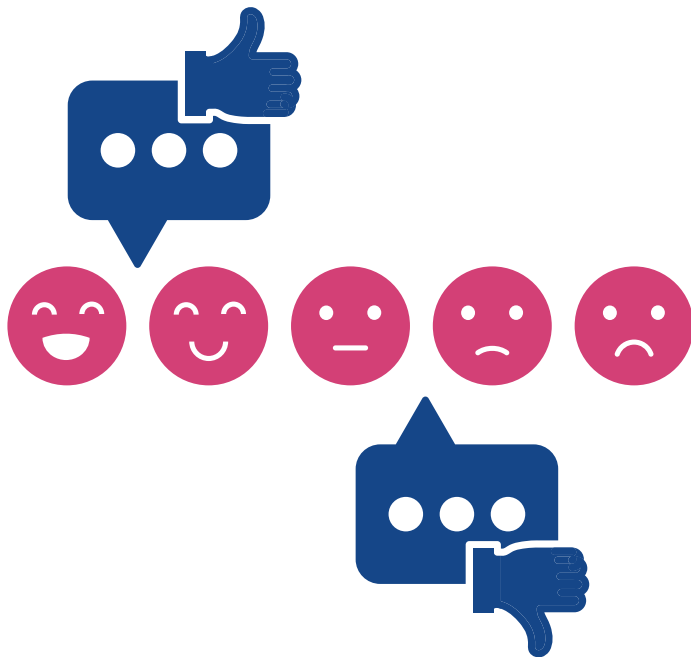
**WE WANT YOUR
FEEDBACK**



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Customer feedback is really important to us. We want to hear and understand from our customers what's working well, what we could do better and how we can improve our services. We know we don't get things right all of the time. When things do go wrong, we need to know about it. If you're unhappy with any part of our services, please tell us so we can make things right.

We also like customers to share positive experiences, as you motivate and inspire us to deliver even better services. Your constructive and positive feedback helps us to better serve you and exceed your expectations.



Do you need this guide translated or in a more accessible format?
Please email inclusionanddiversity@wchg.org.uk.

COMPLAINTS

WHAT IS A COMPLAINT?

A complaint is: "An expression of dissatisfaction, however made about the standard of service, actions or lack of actions by Wythenshawe Community Housing Group, its employees or those acting on its behalf affecting an individual resident or group of residents".

A complaint includes, but is not limited to:

- Failure to act within policy or practice
- Employee behaviours
- Failure to provide a service
- Failure to achieve service standards



HOW DO I COMPLAIN?

You can contact us by:

- Calling 0300 111 0000 or 0800 633 5500
- Emailing complaints&praise@wchg.org.uk
- Visiting our website www.wchg.org.uk/contact-us
- Sending us a direct message on Facebook or Twitter/X, search for "Wythenshawe Community Housing Group"
- Completing the form at the end of this booklet
- Visiting our Head Office at Wythenshawe House, 8 Poundswick Lane, Wythenshawe M22 9TA
- Writing to us at Customer Services Manager, WCHG, Wythenshawe House, 8 Poundswick Lane, Wythenshawe, M22 9TA



WHAT HAPPENS IF I **COMPLAIN?**

STAGE 1

We will:

- Acknowledge your complaint within two working days
- Try to speak to you to check we have all the right information
- Discuss your complaint with you as part of our formal investigation to see how we can make things right
- Provide you with a written response within 10 working days

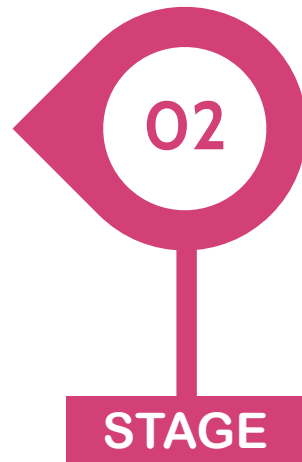
If you're not happy with the outcome, let us know within 28 days and tell us why.



STAGE 2

We will:

- Acknowledge your request to escalate your complaint within two working days
- Refer to a Senior Manager to review your complaint
- Consider the response already provided, and speak with you to discuss how we can make things right
- Provide you with a final response within 10 working days



I'M STILL NOT SATISFIED, WHAT DO I DO NOW?

You can contact the Housing Ombudsman Service by:

- Emailing them at info@housing-ombudsman.org.uk
- Visiting their website www.housing-ombudsman.org.uk/residents/make-a-complaint
- Writing to them at Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

Housing Ombudsman Service

We adhere to, and follow, the Housing Ombudsman Complaints Handling Code, updated in April 2022. We'll continue to roll out a training programme for managers to ensure compliance with the Code. This helps encourage a positive complaint handling culture that welcomes, values and listens to resident feedback to make sure we learn from complaints and improve our services. Every year the Complaint Handling Code Self-Assessment is updated by our Customer Feedback team to reflect our performance. It's also shared with our customers on our website and reviewed by our Senior Management team and our Board.



FEEDBACK AND PRAISE

We highly value your feedback and suggestions on how to improve our services. Your opinions are important to us, and we carefully record and consider all feedback during our policy and services review process. If any changes are put in place based on your feedback, we'll notify you in writing.

We aim to deliver exceptional services, and we love to hear from you when we have. Whenever we receive praise and positive feedback, we acknowledge and appreciate the people involved. We also record the information to make sure it contributes to our ongoing efforts to improve our services.

Please let us know your feedback and praise by contacting us in one of the ways listed on page 3.

CAN I GET INVOLVED TO HELP IMPROVE SERVICES?

There are several ways you can get involved to help us improve the services we deliver to you and other customers. You can complete surveys, join residents' panels, attend meetings and help monitor our services to check we're doing what we say we're doing.

If you'd like to know more, please contact our Customer Engagement team by:

- Calling 0300 111 0000 or 0800 633 5500
- Emailing getinvolved@wchg.org.uk
- Visiting our website www.wchg.org.uk/our-services/get-involved



COMPLAINTS, FEEDBACK AND PRAISE **FORM**

Your name:

Your address:

Your phone number:

Your email:

Type of feedback:

- Complaint General Feedback Praise

Details of your feedback (*please give as much detail as possible, including dates, what may have gone wrong, if appropriate and what you would like us to do to make things right*):

If you need more space, please continue on the next page.

Please return this form to: Customer Services Manager, WCHG, Wythenshawe House, 8 Poundswick Lane, Wythenshawe, M22 9TA



