



Wythenshawe
Community Housing Group



Your Guide to Your Feedback



Introduction

We want to provide good quality services for everyone and we like to know when we do, when we do not or when you just think there might be something that you would like us to know. If we do not know about these things then we cannot keep on getting better or make things right.

This leaflet tells you about our feedback process and how you can let us know what you think and what you can expect when you do. We will also let you know how your feedback has helped us through our newsletters, website and reception areas.

Let us know if:

- We have done something particularly well
- You have a suggestion about how we can do something better
- You are unhappy with our service



Getting in touch

You can contact us in many ways to give us your feedback.

You can call our customer services team on:

0300 111 0000 (*Local Rate from a Mobile*)

0800 633 5500 (*Free from a Landline*)

They will try and help you straight away.

You can contact us through our website **www.wchg.org.uk** or email us direct on **customerenquiries@wchg.org.uk**

Or leave us a message on Facebook or Twitter:



@wythenshawe_chg



Wythenshawe Community Housing Group

Alternatively you can write to us or fill in the form at the back of this leaflet and return it to any of our offices or post to:

Customer Service Manager
Wythenshawe Community Housing Group
8 Poundswick Lane
Wythenshawe
Manchester
M22 9TA



Complaints

We are committed to using complaints to review and improve the services we provide and help shape our business for the future.

A complaint is “An expression of dissatisfaction about the standard of service, actions or lack of actions by the Group or its staff which affects an individual or group of customers” - so this might be things like:

- We did not act within our published policies or practices
- The attitude or behaviour of our employees
- We failed to provide a service that we had agreed to provide
- We did not meet the service standards that we said we would



When you make a complaint or express dissatisfaction we will aim to sort it out at the first point of contact and informally. However, if this action does not resolve the complaint, a formal complaint will be logged and fully investigated. There are some things we cannot deal with through our complaints process, these include:

- Complaints about things that we have no control over
- The first time you request a service
- Issues that are in court or have already been heard by a court or tribunal
- Insurance claims that would be normally covered by an insurance policy
- Reports of incidents of anti-social behaviour (these will be dealt with under our ASB policies)
- Complaints about things that happened more than 6 months ago

If you make a formal complaint we have a clear procedure to follow and we want to ensure that you know what to expect and how long you might have to wait for a response as sometimes these things can take time to investigate properly.

How the complaints process works

Stage 0 – Informal Manager Review

- We will assess if your complaint can be resolved quickly and informally without a formal investigation.
- With your agreement we will refer your complaint to the relevant manager to resolve informally within **2 days**.

You are satisfied with the outcome

If you are **not** satisfied with the outcome, let us know and we will process your complaint formally

Stage 1 – Formal Manager Review

- We will try to speak to you to check we have all the right information
- We will acknowledge your complaint in writing within **2 working days**.
- We will discuss your complaint with you as part of our formal investigation and let you know the outcome of your complaint within **10 working days**.

You are satisfied with the outcome

If you are **not** satisfied with the outcome, let us know within **28 days** & tell us why you are unhappy

Stage 2 – Assistant Director Review / Senior Manager Review

- We will acknowledge if we have accepted your appeal within **2 working days**.
- If we do you will be contacted for a face to face meeting.
- We let you know the outcome of your complaint within **10 working days**.

You are satisfied with the outcome

THIS IS THE END OF OUR INTERNAL COMPLAINTS PROCESS - If you are still not satisfied, you can contact a 'designated person' or wait 8 weeks and contact the Housing Ombudsman Service.

(Please see separate leaflet about this)

You make a formal complaint to WCHG

Compliments

We are committed to providing high-quality services and it is always good to know when we have achieved this. When you do we will make the sure the person involved knows and we will record it to ensures it helps us to continue to improve our services.

Comments

We love to hear about any ideas or suggestions or just your opinion on how we could improve our services, if you make a comment it will be recorded and used to help us when reviewing our policies and how we provide or services and if we make any changes based on your comments we will write and let you know.

Other ways to share your feedback

We need people to help us improve our services by completing surveys, attending meetings and monitoring services we deliver.

If you are interested in getting involved to help us improve the service we deliver to you, please contact our involvement team on:

0161 946 6315 or email:
getinvolved@wchg.org.uk



Compliment, Complaint and Comments Feedback Form

Name:

Address:

Telephone:

Email Address:

How would you like us to contact you: Letter ☐ Telephone ☐ Email ☐

Other

Type of feedback: Comment ☐ Complaint ☐ Compliment ☐

Details of your feedback (if this is a complaint or compliment please give as much detail as you can and any relevant dates as this will make it easier to trace):

Compliment, Complaint and Comments Feedback Cont'd

What would you like the outcome of this feedback to be?

If you have made a complaint what would you want us to do to put it right?:

Please attached additional information if required.



If you require assistance with translation of this newsletter, large print, braille, or an audio copy contact us on the numbers below or by email: communications@wchg.org.uk



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