

Complaints, Appeals and Feedback

December 2019



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

Our service to you

As a customer of One Vision Housing (OVH), you deserve a commitment from us to provide a certain level of service. Our service standards tell you what you can expect from us, our engineers and contractors.

If your experience does not match the standards that we have set, or you feel we could improve on the service we provide, please let us know by calling **0300 365 1111** or emailing **feedback@ovh.org.uk**.

We monitor our performance against these standards and publish the results in our Annual Report and every three months on our website **ovh.org.uk**

Every year, we will review the quality of our services with you and make any necessary changes. This may involve adding a new service standard or removing one.



Why we need your feedback

We are committed to providing excellent services, which meet the needs of our customers. To do this, we need to know your views.

Your views are important to us because they help us to improve our services and ensure we treat everyone fairly. We need to know when you are not happy with a service you have received.

We also need to know when we have done something well or if you have a suggestion for something we could do better.

How you can contact us

You can provide feedback on our services in the following ways:

- Email us at feedback@ovh.org.uk
- Through My Account on ovh.org.uk/my-account

- Call us on **0300 365 1111**
- Write to us, our contact details are on the back page of this leaflet
- Face to face - through a member of staff
- Become a member of our customer panel and take part in surveys about our services

What can you expect from us?

When you make a complaint, appeal, compliment or suggestion you can expect the following standards to apply.

We will:

- Acknowledge any correspondence you send us within two working days
- Respond to your complaints, appeals, letters or emails within 10 working days

What is a suggestion?

This is a comment about how we can improve our services. We will report the types of suggestions we receive and what we are doing as a result in our tenant newsletter and on our website. We value your feedback as an opportunity to improve the quality of our service.

What is a compliment?

If you feel you want to make a positive comment about an individual, team or service, we will treat this as a compliment.

We welcome all compliments, as these help us to identify where we are performing well and share this good practice with other parts of our organisation.

What is a complaint?

If you are unhappy about a service you have received from us, for example if you are upset about the attitude of a member of staff, or you feel that a service standard, policy or procedure has not been met, or a contractor fails to attend an appointment, you can make a complaint.

Complaints do not include the following:

- Neighbour disputes
- Neighbour nuisance or anti-social behaviour complaints - unless you feel that we have not dealt with a nuisance complaint properly
- Complaints about the actions of a party that is not working for, or supported by OVH

We welcome all complaints as we can learn from them and turn them into service improvements.

Help with complaints

If you are unsure of how to make a complaint or require some assistance, there are organisations that may be able to help you. With your permission, we would be willing to work with an Advocate organisation or individual to find a resolution.

Tenant Complaint Champions

Tenant Complaint Champions are a group of tenants who have volunteered to assist customers who require a little help throughout the complaint process.

This might include help with getting your complaint across, accompanying you at any meetings, or just someone to have a chat with.

If you would like to speak to one of the Champions, you can contact us by calling **0300 365 1111**, logging onto our website **ovh.org.uk** or writing to One Vision Housing, Atlantic House, Dunnings Bridge Road, Bootle, Merseyside L30 4TH.

What is an appeal?

In instances where you wish to contest a decision made in line with OVH's published policies or procedures, you may raise an appeal. A non exhaustive list of issues you may appeal include:

- Eligibility for independent living following a needs and risk assessment
- Decisions on investments or adaptation work
- Decisions to allow 'Right to Buy' and 'Right to Acquire' applications
- Service charges for tenants and leaseholders

Escalating your complaint or appeal

If you are unhappy with the outcome of your complaint or appeal, you can request a review of your case. You can do this in the same way that you made your initial enquiry.

Please tell us why you are not satisfied with our initial response. Again, we will acknowledge your contact within two working days and provide a full written response within 10 working days. Your response letter will also include an explanation of what you can do if you are still unhappy.

Contacting a designated person

If you are not satisfied with the outcome of the case review, you can contact a 'designated person' (as defined by the Localism Act 2011) and they will attempt to resolve your complaint.

You may contact your local councillor, any MP or the Tenant Mediation Panel. This is a group of OVH tenants who have been recognised by us to look independently at complaints after they have been through the complaints process, with a view to helping resolve issues.

You can contact the Tenant Mediation Panel on their email **tenantmediationpanel@outlook.com** and details of your councillor or an MP are available on the internet or at your local library.

Contacting the Independent Ombudsman

If the designated person or the Tenant Mediation Panel feel they are unable to assist in resolving the complaint, then they will refer your complaint to the Housing Ombudsman. This is an independent and free national service, which investigates complaints against Registered Housing providers.

If you do not wish to contact a designated person then you may contact the Housing Ombudsman directly, however, you must wait eight weeks from the end of the complaints process.

You can contact the Independent Housing Ombudsman at:

Housing Ombudsman Service
81 Aldwych, London WC2B 4HN

Telephone:
0300 111 3000

Email:
info@housing-ombudsman.org.uk

Regulators of Social Housing Standards

As a Registered Provider of Social Housing, OVH is registered with, and regulated by a government body called the Regulator of Social Housing Standards. In extreme cases (for example, if you believe that OVH is operating illegally) you can contact the Regulator of Social Housing Standards.



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Chinese

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

Lithuanian

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

Polish

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

Portuguese

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

Russian

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

Turkish

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.