

# Complaints, Appeals and Feedback



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

# Our service to you

One Vision Housing (OVH) is committed to providing quality, responsive and timely services that consistently meet or exceed our customers' expectations. The customer is at the heart of everything we do, and we use all forms of customer feedback to continuously improve the quality of the services that we provide. OVH's approach to this is aligned to the requirements of the Housing Ombudsman's Complaints Code and OVH's adopted code of governance.

In April 2024 the Housing Ombudsman released a new Complaint Handling Code to enable us to resolve complaints raised by our residents quickly and to use the learning from complaints to drive service improvements.

We are fully compliant with the new code and are committed to providing an annual self-assessment, to ensure we remain compliant, enabling a positive complaint handling and improvement culture across the organisation. This self-assessment is reported to our Board members and is also available for customers.

We continually monitor our complaints to improve our processes and make it easier for you to raise a complaint when needed. We will report on the complaints we receive and provide information on other feedback we receive in our annual Complaints Report.

We regularly review how we are performing as an organisation and report on our performance quarterly and annually



## 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](mailto:feedback@ovh.org.uk)
- Through My Account on [ovh.org.uk/my-account](https://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 five 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?

A complaint as per the Housing Ombudsman Code is defined as 'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents'

### 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.

### 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.

Again, we will acknowledge your contact within five working days and provide a full written response within 20 working days. Your response letter will also include an explanation of what you can do if you are still unhappy.



## Contacting the Housing Ombudsman Service

At any point during the complaint process you can contact the Housing Ombudsman, who may be able to offer assistance whilst OVH investigate your complaint.

### You can contact the Independent Housing Ombudsman at:

PO Box 1484,  
Unit D,  
Preston,  
PR2 0ET

### Telephone:

0300 111 3000

### Email:

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

### Fax:

020 7831 1942

## 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.



Please use this form to give us your comments

Name: .....

Address: .....

Postcode: .....

Telephone number: .....

Email: .....

Is your comment a:

Suggestion  Compliment  Complaint

What happened or did not happen, or what is your suggestion?

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Signature: ..... Date: .....

# Get in touch

-  [ovh.org.uk](http://ovh.org.uk)
-  0300 365 1111\*
-  [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)
-  @ovhousing
-  [facebook.com/ovhousing](https://facebook.com/ovhousing)
-  @onevisionhousing
-  One Vision Housing



The information inside this leaflet was correct at time of publication. For the most up-to-date information, please visit [ovh.org.uk](http://ovh.org.uk).



One Vision Housing is part of The Sovini Group

\*8am - 6pm, Monday to Friday excluding bank holidays. Emergency repairs, 24 hours, 7 days a week

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

### **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**.