

### Stage 3

If you are not happy with our second reply your complaint will move to Stage 3. Stage 3 complaints will be dealt with

#### EITHER

- By a Panel – all details relating to the complaint will be reviewed by a panel made up of a senior member of staff (not previously involved in the complaint) and 2 tenant members who will have undergone training in complaint handling following the Local Government Ombudsman guidelines and are from a different neighbourhood of the person complaining.

#### OR

- By appeal in writing to the Chief Executive

### If you decide to use the panel you will:

- Receive an acknowledgement with 3 working days and be given the opportunity to submit any further information you think is relevant to the complaint for the panel to consider
- Within 10 working days be advised of when the panel will be sitting.
- Within 3 working days of the panel sitting, receive written confirmation of the findings of the panel. If the panel decides at the meeting that further information is required, or a meeting with the complainant is required, then the complainant will be informed of this and the likely timescales, but this should be no more than 15 working days from the day that the panel sat.

If you wish to use the panel option, you will be asked to give permission for the tenant panel members to receive all the information relating to the complaint being appealed. Until this is received, we cannot arrange the exact date for the panel to sit.

### If you appeal in writing to the Chief Executive you will:

- Receive an acknowledgement within 3 working days
- Receive a full written response from the Chief Executive within 10 working days

### What to do if things can't be sorted out

If you are unhappy after this, you can contact the Local Government Ombudsman Service. This is an independent body which may decide to investigate further. They will look at how the case has been handled and whether High Peak Community Housing has failed to do something.

The Ombudsman will normally ask that you follow the complaints system through each stage before approaching them.

### You can contact the Ombudsman at:

**Local Government Ombudsman**  
**PO Box 4771, Coventry, CV4 0EH**  
**Tel: 0300 0610614**  
**Fax: 02476 820001**  
**Text: "2Call Back" to 0762 480 4299**  
**Email: advise@lgo.org.uk**  
**Website: http://www.lgo.org.uk/**



#### 8am – 8pm Monday to Friday:

General enquiries: 0845 129 8075  
 01298 28430  
 01457 851600

Repairs hotline: 0845 12808071

Minicom: 0845 129 4876

Out of hours emergencies: 01663 752099

Email: enquiries@hpch.co.uk

Website: <http://www.hpch.co.uk>

#### Postal address:

High Peak Community Housing  
 Unit 22 - 24 Furness Vale Business Centre  
 Calico Lane  
 Furness Vale  
 High Peak  
 SK23 7SW

#### Public receptions:

- Municipal Buildings, Glossop
- Gamesley Neighbourhood Office: Winster Mews
- Fairfield Neighbourhood Office: Fairfield View, Victoria Park Road

#### Can't read this?

If you need information in other languages or formats, call the Business Services Team on 0845 129 8075



How to complain if things have gone wrong - so we can try and put it right



#### Details of

- What is a complaint?
- How to let us know if you wish to tell us when we have done something wrong

High Peak Community Housing is committed to providing the best possible service to all our customers.

Despite our best efforts, things can sometimes go wrong. When this happens we want you to tell us about it and give us the chance to put things right.

## We want to make sure that:

- We listen to what you say and use your comments to help us to keep improving our service to you
- If you have a complaint, our staff are polite and courteous and take your complaint seriously
- All complaints are dealt with confidentially, effectively and fairly – without prejudice or discrimination
- You receive an apology and clear feedback if we have done something wrong

## What is a complaint?

High Peak Community Housing regards a complaint as *an expression of dissatisfaction by any customer, partner or other member of the public about our work, where we have not dealt with an initial problem satisfactorily.*

## Examples could include:

- Failure to follow our policies or procedures
- Taking too long to respond to a request without a genuine good reason
- Failing to advise you when changes to plans occur
- Not treating all customers fairly and in a polite manner
- Breaking a promise (such as failing to keep an appointment)

## How to let us know if you wish to tell us when we have done something wrong?

- Call into one of our receptions and speak to a member of our staff
- In writing to Business Services Team, Municipal Buildings, Glossop, SK13 8AF
- By phone – 0845 129 8075 ext 3805 – Julie Tune, or any member of the Business Services Team
- By email – [enquiries@hpch.co.uk](mailto:enquiries@hpch.co.uk)
- By the internet at [www.hpch.co.uk](http://www.hpch.co.uk)
- By text on 07800 002 264

## What happens when you have contacted us:

### Stage 1 – Complaint to the Service Area Manager

We will acknowledge your complaint within a maximum of 3 working days (but sooner wherever possible).

We will tell you who is dealing with the complaint.

The complaint is passed to the relevant manager who will arrange for you to be contacted to discuss the problem – and you will then receive a full written response within 10 working days of your original complaint.

If your complaint can't be dealt with in the time limit, you will be contacted to explain why not.

A survey asking if you are happy with the way your complaint has been handled will be sent one week after the closing letter. Please do let us know so we can improve our future service to you.

### Stage 2

If you are not happy with our first response, you can request your complaint move into Stage 2. The complaint will then be dealt with by a member of the executive team not previously involved in the complaint.

## The person dealing with your Stage 2 complaint will:

- Acknowledge receipt within 3 working days
- Investigate and give you a reply as to the findings within 15 working days

They will have researched the problem concerned and make up their own mind about the situation.

If your complaint can't be dealt with in the time limit, you will be contacted to explain why not.