

How to Contact Us

Customer Services Team - Tel: 01736 331799 Fax: 01736 331647
E-mail: contact@penwithha.org.uk
www.penwithha.org.uk

Repairs Hotline - FREEPHONE 0800 592238

PHA Emergency line - FREEPHONE 0800 592238 (5.00pm to 9.00am)

Rent Arrears - FREEPHONE 0800 0279880

Energy Advice - FREEPHONE 0800 7837226

Head Office

Penwith Housing Association Ltd
67 Morrab Road
Penzance Cornwall
TR18 2QJ

More Information on Complaints

More information on Complaints is available on our website and publications available from us:

- PHA Tenants' Handbook and Repairs Handbook
- PHA Information Leaflets
- PHA Newsletters
- Tenancy Agreement
- The Housing Corporation's Tenants Guarantee

We can provide translation of the information contained within this leaflet



Why should I read this leaflet?

We aim to provide a high quality service to all our customers. On occasions, we will fail to meet the standards set or that you expect. This leaflet explains how we define a complaint, how the Complaints process works and what you can expect from us when you complain. Through this process we hope to learn from the mistakes we have made and to improve for the future.

What is a complaint?

The Association defines a complaint as:-

'When a customer is not satisfied with the actions, lack of action or the standard of service provided by the Association'.

Who can make a complaint?

We will accept complaints from anyone (in person or by a third party) who is affected by any action, lack of action or is in receipt of any service provided by the Association.

How do I make a complaint?

We welcome complaints made in person, in writing, on the telephone, through e-mail or the web site.

How does the procedure work?

We have a three stage process:-

Stage 1

- We receive the details of your complaint either by telephone or in writing.
- We will acknowledge your complaint within five working days.
- We will investigate and aim to resolve the matter within 10 working days.
- Should a longer period be required we will discuss this with you and keep you informed.
- We will resolve the matter and confirm the outcome to you.
- Most operational matters are successfully resolved at this point.

Should you remain dis-satisfied, you can pursue your complaint to Stage 2.

Stage 2

- We will confirm that the complaint has been moved to Stage 2.
- A senior Manager will review the complaint and seek to resolve the matter for you within the policy framework of the Association.
- We will aim to respond to Stage 2 complaints within a further 10 working days.

Should you remain dis-satisfied at this point, you may ask that the matter be referred to members of the Association's Board.

Stage 3

- A Board members' Complaints Panel will be convened which will include the Chair and two other members of the Board.
- Board members will receive details of the complaint and all correspondence relating to it.
- You will be able to present your complaint in person, should you wish to do so.
- The panel will deliberate and then decide what action should be taken. The panel's decision will be confirmed within five working days.
- The Complaints Panel's decision will be final.

As a Registered Social Landlord, regulated by the Housing Corporation, Penwith Housing Association is required to subscribe to the Independent Housing Ombudsman service.

Should you still be dis-satisfied with the Association having exhausted the three stages outlined above, you may then ask the Ombudsman to investigate the matter on your behalf. Full details are listed at the back of this leaflet.

Where do I go for help and advice?

In the first instance please contact Customer Services, either:-

- By telephone on 01736 331799
- In person at 67 Morrab Road, Penzance
- In writing to 67 Morrab Road, Penzance
- By e-mail to info@penwithha.org.uk
- Via the website – www.penwithha.org.uk

For free, independent housing advice, please telephone the Cornwall Housing Advice Centre on 01209 314844 or 01209 214844.

Should you remain dis-satisfied having completed the complaints process, contact the Independent Housing Ombudsman, 105-109 Strand, London WC2R 0AA, telephone number 08457 125973