

Customer complaints

We take your views seriously and will always do what we can to resolve your complaint



How to make a complaint and what to expect during the process



What is a complaint?

We define a complaint as:

“an expression of dissatisfaction about an action or lack of action, or about the standard of service provided by the company, our staff or our contractors.”

We will try to resolve a complaint at the earliest opportunity, but we have a formal three stage procedure in case complaints cannot be dealt with at the first point of contact.

A complaint is not

- a request for a service
- a report of a fault or defect
- a query about a policy
- a request for information
- a dispute.

Customer comments

We hope that most things you are concerned about can be settled quite easily, and we know that sometimes customers do not want to make a formal complaint. Before you complain formally please bring the issue to our attention and ask us to take action to put things right. We will try to deal with issues quickly and effectively. Our Customer Service team will take note of your comments, look into the matter that you raise, let you know the name of the person that will be dealing with it, and keep you informed of progress.

Letting us know about your complaint

You can make a complaint in person by visiting one of our offices or by telephone, letter, email or via our website.

Please ask if you need assistance in making a complaint. Some members of staff have advocacy as part of their role, and will be pleased to help you.

You may also ask a representative to complain on your behalf.

You can approach external agencies, like the Citizens Advice Bureau, an MP or councillor to complain on your behalf. If you choose someone to represent you, you need to provide written authorisation. We will supply an authorisation form if requested.

A complaint can also be made by a group of people or from one person representing a group of people. We will ask the group to nominate a spokesperson and deal only with that person until the complaint is resolved.

Complaints we will not accept

We will not consider complaints that are being pursued in an unreasonable manner. For example, if the person complaining made an excessive number of calls about the issue or harassed staff, this would make it difficult to deliver services and deal with the issue.

We will not normally consider a complaint about something that happened more than 12 months before and had not already been brought to our attention.

We aim to:

- have an open, transparent and accessible complaints procedure
- put things right for our customers as soon as possible when they go wrong
- deal with complaints confidentially, courteously and fairly
- actively use complaints as valuable feedback to help improve the services we provide
- offer the most appropriate method of resolving a complaint, including compensation (consistent with the inconvenience or loss experienced) in circumstances where an apology is thought to be insufficient.



Our complaints procedure

We try to resolve complaints as early as possible, and time-scales are included for our formal complaints procedure.

Stage one:



An investigation by the appropriate staff member

When receiving a complaint from you, we will:

- ➔ acknowledge your complaint within three working days and advise you of the staff member who will deal with it
- ➔ arrange for your complaint to be fully investigated by this staff member, which could include an invitation to meet to discuss it
- ➔ investigate as quickly as possible and advise you of the outcome within 10 working days of the acknowledgement. If it will take longer, we will let you know in good time
- ➔ put the matter right or provide a resolution as identified in the investigation.

Stage two:



A review of the first stage by a senior manager

If you are not satisfied that we have resolved your complaint, you should let us know within 25 working days of receiving our stage one response.

We will then:

- ➔ arrange for an appropriate senior manager to review the complaint investigation and the decision made
- ➔ send you an acknowledgement within three working days and let you know who will be carrying out the review
- ➔ deal with it as quickly as possible and advise you of the review outcome within 10 working days.

Please note: it will not be possible to review new issues or new evidence at stage two. These would have to be investigated at stage one.

Stage three:



Taking things further

If you believe that we have still not resolved your complaint, you may ask for the complaint to be reviewed at stage three, within 25 working days of receiving the stage two decision. You should let us know why you feel your complaint has not been adequately addressed at stages one and two.

We will arrange for an independent review by a panel of members of our governing body drawn from appropriate boards and committees including at least one resident. A senior manager (a paid member of staff who has not been involved in your complaint) will facilitate the panel meeting.

We will:

- ➔ acknowledge your request for a panel meeting within three working days
- ➔ arrange for the panel to meet within 25 working days of your request
- ➔ provide you with details of what to expect at a panel meeting, and give you the option to attend to present your case or for the panel to have a paper review
- ➔ send you the outcome of the independent panel review within 10 working days of the panel meeting, or other time-scale agreed with you during the review.

This is the final stage of the internal complaints procedure.



Referring the complaint to the Housing Ombudsman Service

You have the right to take your complaint to the Housing Ombudsman Service within one year of the date of the panel's decision letter.

You can contact the Housing Ombudsman Service at:
81 Aldwych, London WC2B 4HN.
Tel: 0300 111 3000 Fax: 020 7831 1942

Customer complaints form

Please tick applicable box(es):

Do you wish this to be treated as a comment / initial informal complaint?

Y	N
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Do you wish this to be treated as a formal complaint?

Y	N
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Have you complained about this before?

Y	N
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If yes, please say who you complained to and when.

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Would you like to suggest what we should do to resolve your complaint?

For example, you might be seeking a formal apology, compensation for a loss or for poor work to be corrected. Perhaps you can suggest a service improvement?

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Signed: Date:

More information on complaints can be found on our website. If you have any queries on the complaint process, please contact us.



Contact information



- 67 Morrab Road, Penzance TR18 2QJ
 - Tel: 0300 303 8030
 - Kenwyn Street, Truro TR1 3BA
 - Tel: 0300 303 8030
- PHA offices and phone lines are open Monday to Friday 9am - 5pm



- Tor House, St Peters Quay, Totnes, Devon TQ9 5SH
- Tel: 0800 316 88 39
- Our Totnes office and phone line is open Monday to Thursday 8am - 5pm and Friday 8am - 4.30pm
- 2 Ker Street, Devonport, Plymouth PL1 4GE
- Tel: 0300 123 8080
- Paris Street, Exeter EX1 2JZ
- Tel: 0300 123 8080
- Our Plymouth and Exeter offices and phone lines are open Monday to Friday 9am - 5pm



Our group head office is at:

- Paris Street, Exeter EX1 2JZ
- Tel: 0300 123 8080

Shared ownership:

- Tel: 01752 856032

Contact your support officer

www.dchgroup.com



If you would like this customer complaints leaflet in the appropriate translation, please contact 0300 123 8080

إذا كنت ترغب في ترجمة هذه المعلومات حول شكوى العملاء: فنفضل بالاتصال على 0300 123 8080

نهگەر دهتانهوت کهز انبار بهکاتی پڼو خنډر به (سکالای مشتغری) تان به شوهی و درگنو نراو هه مینت بهز مهز به بیو هدی بکهن 0300 123 8080

如果您需要将此客户投诉的信息翻译为其他语言，请电话联系 0300 123 8080

Jeśli chciałby Państwo otrzymać niniejszą informację o procedurach złożenia przez klienta zażalenie w innej wersji językowej, prosimy o kontakt telefoniczny pod numerem 0300 123 8080

Caso pretenda a tradução desta informação sobre reclamações de clientes, deverá ligar para o 0300 123 8080

If you would like this document in a different format, please contact 0300 123 8080