

Compensation

At Newlon we aim to provide residents with high-quality services at all times. If we fall short and the issue cannot be easily resolved, you are able to follow this up by making a complaint. As part of resolving a complaint, we may offer compensation if you have been adversely affected by a service failure.

What is a service failure?

A service failure can include any of the following:

- Making a mistake
- Failing to deliver a service to the expected standard
- Causing unreasonable delays
- Providing incorrect information
- Missing appointments

In these situations, we will investigate what has happened and look at how we can put things right.

Our complaints process and compensation

As part of resolving a complaint, we may offer compensation if you have been negatively impacted as a direct result of a service failure. Compensation is considered on a case-by-case basis, taking into account the impact of the issue, the inconvenience caused to yourself and any family members, the length of time the problem remained unresolved and whether our actions fell below required standards.

If you believe you have experienced a service failure, you can raise a complaint through our two-stage complaints process. For guidance on making a complaint please view our complaints procedure, available on our website at www.newlon.org.uk/residents/making-a-complaint/.

We will investigate the circumstances, explain our findings and, where appropriate, offer remedies which can include an apology, corrective action, service improvements, reimbursement of expenses or financial compensation. Stage 1 complaints should be responded to within 10 working days. If you remain dissatisfied with our response, you can make a further Stage 2 complaint.

Where compensation is awarded, we will provide an explanation for how this has been calculated and how it will be paid out. Please be aware that claims involving legal liability or damages may need to be dealt with separately through our insurers rather than through the complaints process.

If you would like this information in large print, audio, Braille, or an alternative format, please ask a member of staff, email us at customerservice@newlon.org.uk, or call our Service Centre on 020 7613 8080.

Newlon Housing Trust is a charitable housing association.

Newlon Housing Trust, Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE.
Tel: 020 7613 8080 (Phone calls may be recorded for training and quality purposes.)

This leaflet was correct at the time of printing. Information does change over time. Please check our publications at www.newlon.org.uk/publications/leaflets-brochures/ for the latest version.