

Complaints



Making a complaint

At Newlon we aim to provide all our residents with a high standard of service and to always respond to enquiries quickly and effectively.

If something goes wrong we will try to resolve it before you need to make a complaint, but if we do not manage to do so this brochure explains our formal complaints process.

We welcome complaints as they help us to improve our services.

We will deal with all complaints impartially, objectively and in a professional manner.

We will always ensure that your personal details are kept confidential.

In line with our '2-ten' service commitment we will acknowledge all complaints within two working days and should respond to them in full within 10 working days.

Where you let us know about a service failure, such as a contractor failing to attend an appointment, we will aim to resolve the problem on the same day - before you need to make a complaint. If this is not possible we will let you know and our '2-ten' service commitment will apply.

Who can complain?

- Any Newlon resident.
- Anyone who has applied to be housed by Newlon.
- Anyone who pays a service charge.
- A group of residents who wish to complain about common issues (explicit consent should be obtained by named residents who are part of the complaint group). Newlon will write to one named point of contact whose role it will be to communicate with the other residents.

How to complain

If you do need to make a complaint you can contact us in any of the following ways:

- Email us at: **serviceresolution@newlon.org.uk**
- Fill in the online complaints form on our website:
www.newlon.org.uk/residents/making-a-complaint
- Call us on: **020 7613 8080**

What we cannot deal with as a complaint

Some issues cannot be dealt with through our complaints procedure. These include:

- Legal action (where a case is subject to a legal process and a date for a court hearing has been set/held)
- Complaints about individual members of staff.
- Service charge complaints - when we receive an enquiry about the level, calculation or presentation of service charges, we aim to respond fully within 10 days. If the enquiry is complex we may take up to 28 days but where this is likely to be the case we will be clear and advise you when you should expect a response and who will be dealing with your enquiry throughout. If the complaint is regarding a failure of service that you are paying for in your service charge this will be treated as a service failure matter under stage one of our complaints process detailed in this leaflet, on the following pages.
- Complaints that relate to abuse allegations.
- Complaints about transfer case assessments carried out by independent medical advisors.

- Complaints made about anything that occurred more than a year ago.
- Any personal insurance claim.

Please call our Service Centre on **020 7613 8080** if you need to contact us about any of these issues.

Please also note that concerns about Anti-Social Behaviour (ASB), for example if you want to let us know about the behaviour of another Newlon resident living near you, should not be reported as a complaint. To report any such issues to us please call our Service Centre on **020 7613 8080** or email **asbteam@newlon.org.uk**. We will be able to deal with your concern more quickly and effectively if you report it to the correct team.

Our complaints procedure

If you need to make a formal complaint we will manage it as follows:

Stage One

When you contact us to make a complaint it will be logged as a Stage 1 complaint and our Service Resolution Team will deal with your enquiry and give you a full response within 10 working days. Where this deadline cannot be met due to the complexity of the case you will be advised when you will get a response.

Stage Two

If you are unhappy with the response you receive at Stage 1 you should appeal within 28 days by calling our Service Centre on **020 7613 8080** or emailing **quality@newlon.org.uk**. Please state why you are unhappy with the Stage 1 response, what issues remain outstanding and what you would like Newlon to do to resolve the matter.

Your complaint will then be reviewed by a Complaints Panel which will include residents.

The Housing Ombudsman Service

If you are still not happy with our response after Stage 2 you can contact the independent Housing Ombudsman Service.

The Ombudsman has the power to look into complaints against us from our residents, but will only help once our complaints procedure has been followed.

You can contact them in any of the following ways:

Write to:

Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9GE

Call: **0300 111 3000** (lines are open Monday to Friday from 9.15am to 5.15pm)

Email: **info@housing-ombudsman.org.uk**

The Ombudsman will only deal with appeals received within one year of the conclusion of Newlon's complaints process.

Feedback and suggestions

Please let us know if you are pleased with our handling of your complaint or have suggestions to make about how we work.

This will allow us to develop good practice and improve our quality of service.

If you would like this information in large print, audio, Braille, or an alternative format, please ask a member of staff.

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.

Newlon Housing Trust is a charitable housing association.

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