



creating places
where people
want to live

Have your say today

Complaints,

feedback, suggestions
and compliments.

Translation service

We are always catering
for the **individual**

This leaflet tells you how to make a complaint about our services. Please phone **0800 015 6536** if you would like a translation of this leaflet. We can also arrange large type, braille or audio format.

تطلعك هذه النشرة على كيفية التقدم بشكوى حول الخدمة التي نقدمها. نرجو الاتصال برقم 0800 015 6536 إذا كنت تحتاج إلى نسخة مترجمة من هذه النشرة.

Arabic

এই পুস্তিকা আপনাকে জানাবে যে, কিভাবে আপনি আমাদের পরিষেবা সম্পর্কে একটি অভিযোগ করতে পারেন। আপনি যদি এই পুস্তিকার একটি অনুবাদ চান, তাহলে অনুগ্রহ করে, 0800 015 6536 -এই নম্বরে ফোন করুন।

Bengali

此傳單告訴您如何對我們的服務進行投訴。請打電話 0800 015 6536 得到此傳單的譯本。

Chinese

Ce prospectus vous explique comment vous plaindre de nos services. Veuillez nous appeler au 0800 015 6536 au cas où vous auriez besoin d'une traduction de ce prospectus.

French

ਇਹ ਖ਼ਿਤਾਬਚਾ ਤੁਹਾਨੂੰ ਦੱਸਦਾ ਹੈ ਕਿ ਸਾਡੀ ਸੇਵਾ ਬਾਰੇ ਸ਼ਿਕਾਇਤ ਕਿਵੇਂ ਕਰਨੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਖ਼ਿਤਾਬਚੇ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 015 6536 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Punjabi

Xaashi yartani waxay kuu sheegaysaa sidii aad cabasho uga samayn lahayd adeegyadayada. Fadlan wac 0800 015 6536 haddii aad rabto turjumida xaashidan.

Somali

Bu broşür hizmetlerimiz hakkında nasıl şikayette bulunacağınızı anlatmaktadır. Bu broşürün çevirisini almak isterseniz, lütfen 0800 015 6536 nolu telefonu arayınız.

Turkish

یہ کتابچہ آپ کو ہماری خدمات کے بارے میں شکایت درج کرانے کا طریقہ بتاتا ہے۔ اگر آپ کو اس کتابچے کا ترجمہ درکار ہو تو براہ کرم 0800 015 6536 پر فون کریں۔

Urdu

Contacting us

You can contact us to log a complaint:

Phone: 0844 406 9000 (ext 6150)

Email: complaints@lqgroup.org.uk

Website: www.lqgroup.org.uk

Fill in the form at the back of this leaflet, tear it off along the perforated edge, pop it in the freepost envelope and put it in the post.

You can also write to us at the address below:

Customer Relations Team

L&Q

PO Box 194

Sidcup

DA14 5HU

Alternatively you can call in to one of our offices

www.lqgroup.org.uk/services-for-residents/contact-us/our-offices/



Making a **complaint**

We aim to provide a high quality service, but accept that from time to time we may make mistakes. We want to resolve your complaints quickly and also use the information as a way to identify where our service can be improved.

This leaflet tells you how you can make a complaint about the service you have received from L&Q.

Who can use this complaints procedure?

Anyone who receives a service from us, including residents of the homes we own or manage, applicants for housing and all those receiving a management or support service.

When should I use the complaints procedure?

If you are unhappy with the service provided, you need to contact either your local office or the team at L&Q Direct. If you are not sure who to contact, call free on **0800 015 6536** to find out.

If you remain unhappy you can then make a complaint through our Customer Relations Team, an independent team within L&Q who manage the complaints process.

What if I need help making a complaint?

If you cannot make the complaint yourself, or simply want the support of others, please ask a friend, carer or other advocate to help you. Our complaints procedure is also open to those acting on your behalf, for example a residents' association, MP or Citizens Advice Bureaux.



Summary of our complaints procedure

Stage 1 – Customer Relations Team

This team will log and investigate the complaint and send a response within 10 working days. The team will also follow up any action agreed to help resolve the complaint.*



Stage 2 – Senior Manager/Director

If you remain unhappy, the Customer Relations Team will pass the complaint to the relevant manager (within one month of receiving a Stage 1 response). We will forward you their response within 10 working days and the team will follow up any actions agreed.



Stage 3 - Complaints review panel

There is also the opportunity for the panel to review the complaint with the customer in attendance. The panel is made up of members of L&Q's Boards and Committees who are independent of staff including a resident representative. The review can be heard in writing or in person, with a friend or advocate. We will send you information on the next panel date within 10 working days of hearing from you.

Taking your complaint further

If you still wish to pursue the complaint you can then get in touch with the Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN or telephone 0300 111 3000 Fax 020 7831 1942.

They will only accept a complaint if it has been through the above procedure. If your complaint is related to your support service you can contact your local supporting people team.

*Please note we will only deal with a complaint regarding an issue that is less than 12 months old.

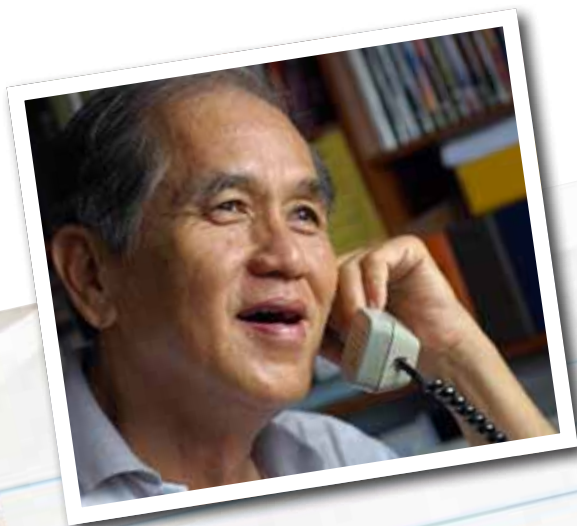
Go on **compliment** us

When we have done something well, please let us know so that we can keep doing it.

Feedback and **suggestions**

Please feel free to comment on any part of our services or suggest something that you think would improve them.

Your views are **important** to us.



Please tell us about any **action** you would like us to take that would help us resolve your complaint.

How would you describe your ethnic origin? Please tick **one** box only.

a. White British Irish Other

b. Mixed White & Black Caribbean White & Black Africa
 White & Asian Other

c. Asian or Asian British Indian Pakistani Bangladeshi
 Other

d. Black or Black British Caribbean Africa Other

e. Chinese or other ethnic group Chinese Other

f. Gypsy, Romany or Irish traveller

g. Refused

We use this information for monitoring purposes only - these questions will not affect how the issues you raise are dealt with in any way.

Do you have a **disability** that limits your activity in any way?

Yes No Refused

Signature(s)

Date

Thank you for taking the time to complete this form. Please send it to:
Customer Relations Team, L&Q, PO Box 194, Sidcup, Kent DA14 5HU.