



Have your say

Compliments, comments,
suggestions and complaints

creating places where people **want** to live

If you would like to have the information in this booklet reproduced in your own language, or in large type, braille or as an audio CD, please ask one of our staff who will arrange this for you.

How to **contact us**

Phone: 0844 406 9000 (ext 6150)

L&Q Direct Freephone: 0800 015 6536

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:

L&Q Direct
Cray House
Maidstone Road
Sidcup DA14 5HU

**Alternatively you can visit one of our offices,
a full list is available on our website:**

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

Taking your complaint further

If you would like to take your complaint further, you can ask a 'designated person' to review it. A designated person can be any MP in England, a local district councillor or a recognised tenant panel.

Under the law, the Housing Ombudsman Service will consider a complaint once the above procedure, including the review by a designated person, has been completed. Eight weeks must have passed since the panel review before the ombudsman will look into the matter.

Contact:

Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN
Phone: 0300 111 3000

When things go **wrong**

We aim to provide a high-quality service but we know that from time to time things can go wrong. When this happens, we want to resolve this quickly and learn from it, so that we can improve our service for all customers.

Who can use this procedure?

Anyone who receives a service from us can use this procedure. This includes residents and neighbours of the homes we own or manage, applicants for housing and anyone receiving a management service from us.

When should I use this procedure?

Before notifying us of an issue or making a formal complaint, please let us know about the problem so that we can try to resolve it.

To do that, please contact your Neighbourhood Services Officer about tenancy or housing related issues or L&Q Direct **(0800 015 6536)** about repairs or maintenance issues.

If they have not been able to resolve the problem, you can make a complaint through our Customer Relations team. This is a dedicated team within L&Q who manage the complaint process.

How will my complaint be handled?

Throughout the complaints process we will:

- Consider your complaint seriously and follow up on what you tell us;
- Acknowledge receipt of your complaint by the next working day;
- Review your complaint and respond with a proposed resolution within a further ten working days;
- Explain our findings to you and confirm any action to be taken; and
- Agree with you a timescale and the best method of communication to keep you informed.

What if I need help making a complaint?

If you cannot make the complaint yourself or require support, please ask a friend, carer, or other advocate to help you. Our complaints procedure is open to those acting on your behalf, for example a residents association, MP, Councillor or Citizens Advice Bureau.

Summary of our procedure

Step 1 – we will aim to resolve the issue to your satisfaction

When there is an issue

This is when:

- You have notified us of an issue and this was not resolved the first time; or
- We have not met our responsibilities or our service standards.

We will take the necessary action to resolve your issue.



Step 2 – We will investigate what went wrong and what we have done to put this right

Customer Relations team review

Our Customer Relations team will review cases where we have been unable to resolve an issue or where a customer wants to complain about the outcome. The team will send you a response within ten working days and follow up any action agreed to help resolve the complaint.

Please note we will only consider a complaint regarding an issue that is less than six months old.

Senior manager review

If your concern has not been resolved, please let us know within one month of receiving the Customer Relations team response. We will then review your complaint. Where necessary, we may pass it to a senior manager who will respond directly to you within ten working days.



Step 3 – we will independently review what we have done

Panel review

If a senior manager cannot resolve your complaint, you can ask for a panel of L&Q board members and residents to review it. Members of the panel will not have been involved in the complaint beforehand.

Compliments, comments and suggestions

We aim to give good service but want to hear what you think of how we provide it.

Compliments

We want to hear from you when we have done something well, regardless of how big or small it may be, so we can keep on doing it.

Comments and suggestions

We want to hear from you about our services and will listen to any comment or suggestion on how we can make our services better. Your views are important to us so let us know what you think.



Report form

You can use this form to send us your compliments, comments, suggestions and complaints about any of our services. Please tick the appropriate box:

Please tick the appropriate box:

Compliments
Comments
Suggestions
Complaint

Preferred method of contact: Phone Text Email Post

Name(s) _____

Address _____

Phone _____

Email _____

Is this the first time you have notified us about this issue? Yes No

Who did you **speak** or **write** to? _____

When was this? Day: _____ Month: _____ Year: _____

Please tell us about your compliments, comments, suggestions or complaint. (Please use a separate sheet if necessary)
