

# Compliments, comments and complaints



This leaflet explains how to make a compliment, comment and complaint. If you have difficulty in understanding this document or need it in another format, including Braille, large print, audiotape, interpretation, signed interpretation or translation into another language, please contact us: **Tel: 0800 121 60 60\* or 01795 434 606\*\***

**Email: [contactus@amicushorizon.org.uk](mailto:contactus@amicushorizon.org.uk)**

\*Calls free from a BT landline, charges from mobiles and other networks may vary. \*\*If you are calling from a mobile, it may be cheaper for you to dial 01795 434 606. Calls may be recorded and monitored for quality and training purposes.

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## Compliments, comments and complaints

We are interested in hearing any compliments, comments or complaints about our service. We will respond to them within 10 working days and let you know how they will be used. Your compliments highlight areas of good practice and acknowledge the hard work of our staff. If you want to tell us something about our service, please contact us using the information overleaf, the form attached or visit our website. Thank you for taking the time to get in touch with us.

### Compliment

Please feel free to compliment us when you have a positive experience of the service you have received. We will then use this information to thank the staff member and use it as a positive example for staff to use when responding to residents.

### Comment

A comment is feedback on a service you have received. Feedback can include ideas, suggestions on how we can improve our services, how you think issues can be resolved quickly, or matters you would like raised from a survey.

### Complaint

You have the right to make a complaint to us when you are not satisfied with something we have done or have failed to do. This could be when we have:

- Failed to meet our service standards
- Not advised you of your rights
- Demonstrated poor attitude or behaviour.

We would **not** normally deal with the following matters under our complaints procedure:

- Complaints about the behaviour of other people in your area
- If an insurance claim is being made
- Where legal action is being taken.

For further advice on these issues, please get in touch with us using the contact details overleaf.

### Who can make a complaint?

Anyone can make a complaint to us, including people applying for housing, members of the public and other people on your behalf.

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## How to make a complaint

You can make a complaint either directly to a member of staff or by contacting us by:

 **Phone:** 0800 121 60 60\* or 01795 434 606\*\*

\*Calls free from a BT landline, charges from mobiles and other networks may vary. \*\*If you are calling from a mobile, it may be cheaper for you to dial 01795 434 606. Calls may be recorded and monitored for quality and training purposes.

 **Fax:** 01795 434 344

 **Email:** [contactus@amicushorizon.org.uk](mailto:contactus@amicushorizon.org.uk)

 **Website:** [www.amicushorizon.org.uk](http://www.amicushorizon.org.uk)

Or by completing the form in this leaflet, or sending a letter to:

 **Compliments, comments and complaints:**  
AmicusHorizon, PO Box 322, SITTINGBOURNE ME9 8PQ

## If you need help making a complaint

Please ask a member of staff. Alternatively, you can ask someone else to make a complaint on your behalf or to represent you. This could be a Support Worker, a Citizens Advice Bureau, a friend or family member. When we receive a complaint from someone else we will contact you to check you are happy for them to deal with the complaint on your behalf.

## Once you have made a complaint

We will:

- Acknowledge receipt of your complaint within three working days
- Tell you who is dealing with your complaint and how to contact them
- Offer to meet with you, where appropriate, to discuss the matter and ask you what you think we should do to put it right
- Aim to respond in full within 10 working days
- Apologise where we have got things wrong, and let you know what action we will take to avoid this happening again.

## How we will deal with your complaint

There are three stages.

### Stage 1: Looking into your complaint

A member of staff will look into your complaint and let you know:

- Whether we have made a mistake, and if we have, what we will do to put this right
- The reasons for our decision
- What you can do if you are unhappy with the decision.

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## Stage 2: Reviewing the decision

If you are unhappy with the response you receive at stage one, please contact us within 20 working days to let us know. A more senior member of staff will be asked to review the decision and respond to you within 10 working days.

## Stage 3: Appeals panel

If you are still unhappy with the decision at stage two, please contact us within 20 working days. Your complaint will be reviewed by an appeals panel. The panel includes some Area Panel members, who will take an independent view of your situation. This is the final stage of our complaints procedure. A panel hearing will be set within 25 working days from the date you asked for this. In the hearing the panel will listen to the details of your complaint and the responses you have been given. You can bring a friend or a non-legal representative to the hearing.

Travel and child/carer costs can be re-imbursed on agreement.

## Housing Ombudsman Service

If you have been through all stages of our complaints procedure and are still not satisfied, you can ask for an independent review of your case. The Housing Ombudsman Service will do this. The Ombudsman will only investigate a complaint from a tenant, leaseholder, service user or an applicant applying for housing up to 12 months after our decision about your complaint.

**Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN**

Tel: **020 7421 3800**

Lo Call: **0845 712 5973**

Minicom: **020 7404 7092**

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

Web: **www.housing-ombudsman.org.uk**

A copy of our comments, compliments and complaints policy, compensation policy or Housing Ombudsman Service leaflet are available on request.

## Casa Support customers

Casa Support's non-housing activities and/or the conduct of staff are regulated by a variety of other independent agencies. More information is available from local schemes, your support worker or by phoning us on:

**0800 121 60 60\*** or **01795 434 606\*\***

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# Compliments, Comments and Complaints Form

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## Your details

**Your name (block capitals):**

**Date:**

**Your address:**

Postcode:

**Your telephone number:**

Work:

Home:

Mobile:

**Email:**

## Your feedback

**Is your feedback a:**

- Compliment
- Comment
- Complaint

**Which service are you giving feedback on?** (Please give the name of the service or person you have dealt with)

# Compliments, Comments and Complaints Form

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**What are the details of your feedback?** (Please use a separate piece of paper if you cannot tell us everything in the space provided)

**What would you like us to do?**

# Compliments, Comments and Complaints Form

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## About you

AmicusHorizon is committed to equal opportunities. Please tick the boxes that you think apply to you. Your answers are confidential and are used to check that customers are treated fairly and that everyone has equal access to our compliments, comments and complaints procedure. Your answers to these questions will not affect your compliment, comment or complaint in any way.

### Gender Identity:

- Male
- Female
- Transgender
- Prefer not to say

**Date of birth:** Day Month Year

### Do you have long-term health problems or disability?

- No
- Yes *If yes please state*

### Sexual Orientation

- Gay woman/lesbian
- Gay man
- Heterosexual/straight
- Bisexual
- Prefer not to say

## Compliments, Comments and Complaints Form

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### Religion or belief

- No Religion
- Bahai
- Buddhist
- Christian (all denominations)
- Hindu
- Jain
- Jewish
- Muslim
- Sikh
- Other
- Prefer not to say

### Ethnicity

- White - British
- White - Irish
- White - Other
- Mixed - White & Black Caribbean
- Mixed - White & Asian
- Mixed - Other
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Other
- Black or Black British - Caribbean
- Black or Black British - African
- Black or Black British - Other
- Mixed - White & Black African
- Chinese or other ethnic group - Chinese
- Chinese or other ethnic group - Other
- Gypsy/Traveller
- Other
- Prefer not to say.