

Complaints: Putting things right

We aim to provide the best service at all times, but sometimes things may go wrong. Where this happens, we want to put things right and learn from any mistakes to prevent them happening again. Complaints are valuable as they show us how we can improve.



You can complain if...

- ✓ We have failed to provide a service, or there has been a delay in providing a service
- ✓ We have not followed our procedures, or been unfair in how we have applied them
- ✓ Our staff have acted inappropriately or been rude
- ✓ You are unhappy about the way we've delivered a service

Your complaint will not be considered if...

- ✗ You waited more than six months before making your complaint
- ✗ You are requesting a service for the first time. For example, reporting a leaking tap is requesting a repair, not making a complaint. If the repair work is then not carried out satisfactorily, you can make a complaint about that service
- ✗ You are complaining about a neighbour or other resident (this is dealt with as Anti-Social Behaviour)
- ✗ You use threatening or abusive language or actions

Our full Complaints Policy can be downloaded from our website or requested from Customer Services.

Call us any time on:

0800 371 860 Free from landlines & mobiles

Email: info@victoryhousing.co.uk

Visit: www.victoryhousing.co.uk

Write to: Victory Housing Trust,
Tom Moore House, Cromer Road,
North Walsham NR28 0NB

What to expect from Victory

We will investigate all complaints, and explain the process and outcome every time.

If we cannot resolve your complaint immediately and informally, we will acknowledge your complaint and try to let you know our findings within 10 working days. We will contact you if there is any delay.

Our response

Our response will be by phone, in person or in writing. It will say your complaint has been either:

Upheld: we agree that we did something wrong.

Partially upheld: we agree with some of the complaint.

Not upheld: we do not agree that we are at fault.

Putting things right

If a complaint is upheld, we will try to put things right. We will also look at how we can change our policies, procedures or training to prevent someone else having the same problem. We will let you know our response and any action we plan to take to put things right.

If you are not satisfied with this response, you can ask for a **review** of your complaint. This means a more senior member of staff takes a fresh look at the problem.

If after review you are still not satisfied, you can raise an **appeal**, which will be considered by a panel that includes a Board member, a resident and a member of our Executive Team.

There is also an option to refer the complaint to the **Housing Ombudsman Service**.