

Willow Tree Housing Partnership Limited (WTHP) is committed to providing services that effectively and efficiently meet residents' needs. We will listen to residents' experiences and respond to comments and complaints. Sometimes things do go wrong and when this happens WTHP will work hard to put things right.

This leaflet tells you what you can do if you are unhappy with any of the services we provide. It also tells you how to make suggestions to improve our service. A full copy of our complaints policy is on our website or you can request a copy by calling us, emailing us or writing to us.

WTHP sees complaints and suggestions as ways to improve our service and to help us to shape how our services are provided.

## What is a Complaint?

WTHP defines a complaint as an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

Examples of a complaint include when WTHP:

- Does something wrong or badly, fails to do something we should do, or does not provide a service in the time expected or specified.
- Fails to treat someone with fairness and respect (this includes staff and contractors).
- Fails to meet its legal duties.

## Who can complain?

Anyone can complain about a service provided by WTHP, although it is normally a resident or service user. If you are unable to make a complaint yourself, you can nominate someone to speak for you, such as a relative.

If you are unhappy with a service or decision made by WTHP you can make a formal complaint.

## How to complain?

We accept complaints in any format, by phone, e-mail, letter, or by visiting our offices. Our contact details are at the end of this leaflet.

## How will your complaint be dealt with?

There are two stages to our complaint procedure.

Complaint Stage	Stage 1	Stage 2
Who deals with the complaint	Manager	Exec Member

WTHP aims to resolve complaints at the earliest stage possible. We would look to phone you to discuss your complaint and how it might be resolved. At both stages of the complaints process, you can expect to get a written response to your complaint, which outlines our decision and the reasons for it. You will also be told how to appeal if you are not satisfied with the decision we make.

## What will the outcome be?

This will depend on the circumstances of the complaint. Where things have gone wrong, we will try to put them right and to apologise for our mistake. We will also try to learn from complaints so that the same thing is not repeated. Where we do not agree with your complaint we will tell you and explain why.

## What about compensation?

Generally, we will only consider claims for compensation where you have lost financially because of something we have done or not done. WTHP is a not for profit company with charitable objectives, and in most cases we cannot make payments for inconvenience. If you think you have lost financially because of a mistake by WTHP, please let us know. Please refer to WTHP's compensation policy and procedure.

## Who else may be able to help?

### The Housing Ombudsman Service

The Housing Ombudsman Service was set up by Parliament to deal with complaints against Housing Associations. They are not on the side of the landlord or resident, but form their own views on an impartial basis. You can complain to the Housing Ombudsman about the way your home is managed or the way that WTHP deals with you.

Normally you need to go through WTHP's complaints procedure before the Housing Ombudsman will intervene.

### ***You can make a complaint to the Housing Ombudsman by :***

**Phone** 0300 111 3000

**E-mail** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Website** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Address:** PO Box 1484, Unit D, Preston, PR2 0ET

### **Head Office registered at:**

Eastbridge House, Pill Road, Rooksbridge,  
Somerset BS26 2TN

### **Devon Office:**

Floor 4, Studio 5-11 Millbay Road, Plymouth,  
Devon, PL1 3LF

**Tel: 01934 750780**

**[customerservices@willowtreehousing.org.uk](mailto:customerservices@willowtreehousing.org.uk)**

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