



# Customer Complaints



This leaflet explains how our Customer Complaints process works



# Customer Complaints

If you would like to make a complaint and are not a customer of North Devon Homes please phone 01271 313361.

## What is a complaint?

A complaint is where we (*the Company, a member of staff, or one of our contractors*) have not provided you with the appropriate level of service, or you are unhappy with the manner in which you have been dealt.

In other words, in your opinion:

- We have done something badly **or**
- We have failed to do something we should have done

### **A complaint is not:**

- An initial request for service
- The initial report of a fault, defect or repair
- A query about a Policy
- A request for information

The complaints process deals with complaints about us and our services, so a complaint about your neighbour would not be dealt with through this process. If you have a complaint about your neighbours please call our **Customer Care Team on 01271 312500**.

## How to make a complaint

- Online at [www.ndh-ltd.co.uk](http://www.ndh-ltd.co.uk)
- Email [enquiries@ndh-ltd.co.uk](mailto:enquiries@ndh-ltd.co.uk)
- By completing the attached form
- By letter (*address given on the back of this leaflet*)
- Phone 01271 312500

## Our promises to you

- You will be dealt with fairly and equally regardless of your race, ethnic origin, gender, nationality, religion, sexuality, age or disability.
- We will treat you with respect, your complaint will not affect your tenancy.
- At each stage we will tell you about the steps that you will be able to take if it is not resolved.
- At any stage, we will give you the opportunity for your complaint to be reviewed again.
- If we are not able to deal with and resolve your complaint immediately, we will acknowledge your complaint in writing within 3 working days of receiving it.
- We aim to send you a full written response within 15 working days of receiving your complaint. If your complaint is more complex, we will give you a date when you can expect to receive a full reply.
- We will aim to put you back in the position you were in before things went wrong.

# Customer Complaints Procedure

## Stage 1

15 working days

We will acknowledge receipt of your complaint within 3 working days.

Your complaint will be investigated by the service manager who will respond to your complaint within 15 working days.

If we have not been able to resolve your complaint during Stage 1 you can request for your complaint to progress to Stage 2.

## Stage 2

10 working days

Your complaint will be reviewed by a Director or Senior Manager who will respond to you within 10 working days.

If we have not been able to resolve your complaint during Stage 2 you can request for it to progress to Stage 3.

## Stage 3

Your complaint will be heard by a Review Panel with representation from the Executive Team and the Board.

You will be invited to attend the meeting to present your complaint in person, a friend may attend this meeting and speak on your behalf. The Review Panel will write to you within 10 working days of the meeting with their decision.

## Next Step

If we still have not been able to resolve your complaint during Stage 3 the next step would be to approach a Designated Person. This can be a local District Councillor, an MP or a Tenants Panel. Please contact the Customer Services Co-ordinator on 01271 313361 for more information or help/advice with this step.

## Designated Person

The designated person (or Panel) you approach can refer your complaint direct to the Housing Ombudsman or they can independently review your complaint to try and resolve the matter for both you and North Devon Homes. If your complaint remains unresolved the designated person can then refer your complaint to Housing Ombudsman.

**Please note that you must complete the 3 stages of the NDH Complaints process and wait 8 weeks before you can approach the Housing Ombudsman yourself without a referral from a Designated Person. You may contact the Housing Ombudsman during the complaints process for advice on 0300 111 3000 or via their website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

Thank you!

**If you have any questions about the complaint process please contact  
the Customer Services Co-ordinator on 01271 313361**



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