

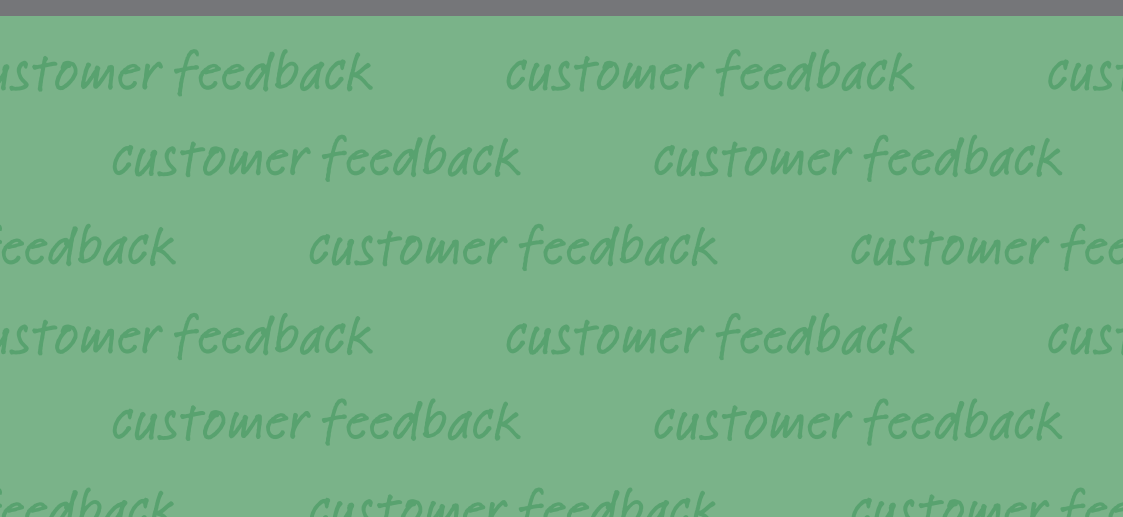
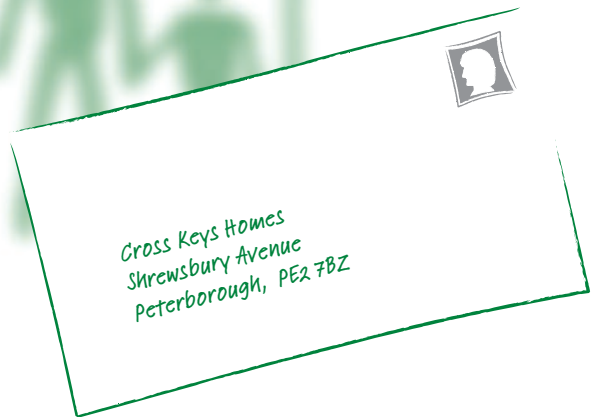


CROSS KEYS Homes

You'll be at home with us

Customer feedback

(including making a complaint)



If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

اذا كان لديكم اية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة لئتم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٣٨٥١١٦ ٠١٧٣٣ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها .

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد . لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید .

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگویند .

نه گهر بؤ تیگه یشتنی نهم نامیلکدیه ههر جزوره ناسته نگیکت هه به نهوا ده توانین کاریکی وا بکدین موته رجینک ناوه رۆکی نهم نامیلکدیه ت بؤ شی بکاته وه . تکایه بهم ژماره ته له فۆنه **01733 385116** پیوه ندیمان بی بکه .

پیوسته ناو نیشانی خۆتمان بی بدهیت و پیشمان بلّییت به چ زمانیک قسه ده کدیت .

اس دستاویز کۆسجھنی میں اگر آپ کو کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعہ آپ کے لئے اس کی وضاحت کا انتظام کر سکتے ہیں۔ برائے مہربانی ہمیں **01733 385116** پر ٹیلیفون کریں۔

آپ کو ہمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: translation@crosskeyshomes.co.uk

This is a free service.

Customer feedback

We welcome your compliments, suggestions and complaints as it is an important way for us to monitor our services and standards and help promote continuous improvement and excellence in how we provide our services to customers.

This booklet explains how you can provide feedback or make a complaint and how we will respond.

Compliments and suggestions

Have we delivered outstanding customer service?

Could we have performed better?

Have you any suggestions as to how we can improve in the future?

Let us know what you think.

Your compliments, comments and suggestions are important to us. When we receive compliments about the way in which we have delivered our service it is a strong indication that we are getting it right, although we always welcome additional comments about how we can further improve.

Please use the attached form to pass on your compliments, comments or suggestions about how we may be able to improve our services. We will respond to any suggestions within 20 working days, telling you what action we will take as a result.

If you need help completing this form please ask a member of our staff or if you prefer you can give us your feedback in person, over the telephone or by email.

- Telephone: **01733 385006**
- Email: feedback@crosskeyshomes.co.uk

Compliments, comments and suggestions

Name:

Address:

Postcode: Telephone number:

Email:

I wish to make a: Compliment
Comment
Suggestion

Please state clearly your compliment, comment or suggestion

(use a separate sheet if necessary):

.....
.....
.....
.....
.....
.....

Sign: Date:

Please complete this question which helps us to monitor the views of all our residents. The information will be kept confidential.

To which of these groups do you consider you belong?:

White: British Irish Other

Mixed: White & Black Caribbean White & Black African
White & Asian Other

Asian or Asian British: Indian Pakistani
Bangladeshi Other

Black or Black British: Caribbean African Other

Chinese or other ethnic group: Chinese Other

Traveller Gypsy

I consider myself to have a disability Yes No

Please return your completed form to:

Director of operations' PA

Cross Keys Homes, Shrewsbury Avenue, Peterborough, PE2 7BZ

Making a complaint

We aim to provide services which meet your needs. However, there may be times when you are unhappy with our service and you wish to make a complaint.

Your complaint could be because:

- We didn't do something we should have done
- We didn't provide the right level of service
- We did something the wrong way
- We did something we shouldn't have done

And this could be about:

- The standard of service
- The behaviour of staff or contractors
- The way we have dealt with the problem
- A decision which you think is unfair or unclear
- Failure to provide you with information
- One of our policies with which you disagree with

How to make a complaint:

If you are unhappy with the service you receive from us you can make a complaint by filling in the attached form. If you need help completing this form please ask a member of staff or if you prefer you can tell us about your complaint in person at any area office, via a representative, using the online form, over the telephone or by email.

- Telephone: **01733 385006**
- Email: complaints@crosskeyshomes.co.uk
- Using our online form at: www.crosskeyshomes.co.uk

Please note: If you are currently living in temporary accommodation provided by Cross Keys Homes you should contact your hostel manager.

First contact:

All first contact with our customers will be treated as an initial request for information, an enquiry or a request for service. It is important to determine where services might be falling below standard and Cross Keys Homes recognises that it is important to respond quickly to avoid a formal complaint. All first contact will be investigated and we will respond to you within five working days.

Complaints' process:

We operate a three stage complaints' procedure if you were unhappy with the way your first contact was received by us. This is as follows:

Stage 1 - involves a formal complaint made to the head of service responsible for a particular service. This complaint will be acknowledged within one working day and a full written response within 10 working days. If you remain dissatisfied with the response, you can make an appeal to the chief executive within 20 working days of receiving the response.

Stage 2 - is an appeal to the chief executive. Your appeal will be acknowledged within one working day and formally responded to within 20 working days. If you remain dissatisfied with the response, you may make a further appeal to our independent complaint scrutiny panel within 20 working days of receiving the chief executive's response.

Stage 3 - is an appeal to our independent complaint scrutiny panel, through the chair of the board. This appeal will be acknowledged within one working day. The hearing date will be arranged within 20 working days and we will respond with the outcome within five working days of the hearing taking place. If you remain dissatisfied, you have the right to appeal to the Housing Ombudsman.

If at any stage we find that we have failed you we may offer an apology, remedy, compensation or refer the case to mediation.

Mediation

If you are not satisfied with the way your complaint is progressing we or you can request mediation as a way of resolving your complaint at any stage. Mediation is a voluntary means of resolving a dispute with the help of a neutral third party to find a compromise, which all parties agree to.

Housing Ombudsman

The ombudsman will investigate your complaint only if you have been through all stages of our complaints' procedure and you still remain dissatisfied. You can contact the ombudsman at:

Address: Housing Ombudsman Service,
81 Aldwych, London, WC2B 4HN.

Telephone: **020 7421 3800**

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

Complaints' form:

Name:

Address:

Postcode: Telephone number:

Email:

Are you a tenant of Cross Keys Homes? Yes No

Have you contacted someone about this before? Yes No

Who did you contact?

When was this?

Please provide details of your complaint (*use a separate sheet if necessary*):

Please tell us what you want us to do to resolve your complaint

(*use a separate sheet if necessary*):

Sign: Date:

Please complete this question which helps us to monitor the views of all our residents. The information will be kept confidential.

To which of these groups do you consider you belong?:

White: British Irish Other

Mixed: White & Black Caribbean White & Black African
White & Asian Other

Asian or Asian British: Indian Pakistani
Bangladeshi Other

Black or Black British: Caribbean African Other

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**NATIONAL
HOUSING
FEDERATION**
member



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