

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

You will need to tell us your name, address, telephone number and the language you speak.

Arabic:

إذا كنت تواجه أي صعوبة في فهم هذا المستند يمكننا تفسيره لك من خلال مترجم فوري أو القيام بترجمته لك. الرجاء الاتصال بنا على: 01733 385116.

سيتمكن عليك إخبارنا باسمك، عنوانك، رقم هاتفك واللغة التي تتحدثها.

Farsi:

اگر درک مطالبی که در این متن نوشته شده برای شما سخت است می توانیم ترتیبی بدهیم که یک مترجم شفاهی آنها را برای تان توضیح بدهد یا اینکه متن را برای شما ترجمه کنیم. لطفاً به ما تلفن کنید: 01733 385116.

شما باید نام، آدرس، شماره تلفن و زبانی که به آن صحبت می کنید را به ما بگویید.

Kurdish:

ئەگەر هیچ گرتیکت هەیه له تیگەشتنی ئەم بەلگەنامەیە، ئەو دەتوانین لە ڕیگای زمان وەرگیرێک بۆت 01733 385116 ڕوون بکەینەو یان بۆت بگۆڕینە زمانی خۆت.

پێویستە ناگاداران بکەیتەو بە ناوت و ناوێشان و ژمارە ی تەلەفون و هەروەها زمانی قسە کردنت.

Polish:

Jeśli masz trudności ze zrozumieniem tego dokumentu, możemy go przetłumaczyć na język polski, albo zorganizować pomoc tłumacza, który go wyjaśni. Jeśli potrzebujesz pomocy tłumacza, zadzwoń: 01733 385116.

Musisz podać swoje Twoje imię i nazwisko, adres, numer telefonu i język, w jakim życzysz sobie tłumaczenie.

Portuguese:

Se tiver alguma dificuldade em compreender este documento, podemos contactar um intérprete que lho explique ou mandá-lo traduzir para si. Telefone para o número: 01733 385116.

Iremos precisar que nos diga o seu nome, morada, número de telefone e qual a língua que fala.

Urdu:

اگر آپ کو یہ دستاویز سمجھنے میں کسی دشواری کا سامنا ہو تو ہم ایک ترجمان کے ذریعے آپ کی خاطر اس کی وضاحت کا انتظام کرسکتے ہیں یا آپ کے لئے اس کا ترجمہ کروا سکتے ہیں۔
برائے مہربانی ہمیں کال کریں: 01733 385116

آپ کو ہمیں اپنا نام، پتہ، ٹیلیفون نمبر، اور وہ زبان بتانے کی ضرورت ہوگی جو آپ بولتے ہیں۔



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, if any, about how we may be able to improve our services. We will respond to any suggestions within 20 working days, telling you what action, if any, 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?:

How would you describe your ethnic origin? (Please tick one box)

White:

British/English/Northern Irish/Scottish/Welsh Irish

Other

Mixed:

White & Black Caribbean White & Black African

White & Asian Other

Asian or Asian British:

Indian Pakistani Bangladeshi Chinese

Other

Black or Black British:

Caribbean African Other

Other ethnic group:

Arab Other

Gypsy / Traveller:

Roma Irish traveller New and other travellers

Travelling showpeople

Prefer not to say:

Please return your completed form to:

Director of operations' PA

Cross Homes, Shrewsbury Avenue, Peterborough, PE2 7BZ

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 for us to know where services might be falling below standard so we can respond quickly to prevent formal complaints. All first contacts will be recorded, investigated and we will respond to you within five working days. If you remain dissatisfied, your case will be treated as a stage one complaint thereafter.

Making a complaint

There may be times when you are unhappy with the service you have received. We aim to provide services which meet your needs, however, should you remain dissatisfied after receiving our response to your first contact, you might 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 neighbourhood office, through your 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.

Complaints' process:

If you are unhappy with our response following your first contact with us we operate a three stage complaints' procedure. 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. Please note we will not consider a first contact or request as a formal part of the stage one complaint.

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?:

How would you describe your ethnic origin? (Please tick one box)

White:

British/English/Northern Irish/Scottish/Welsh Irish

Other

Mixed:

White & Black Caribbean White & Black African

White & Asian Other

Asian or Asian British:

Indian Pakistani Bangladeshi Chinese

Other

Black or Black British:

Caribbean African Other

Other ethnic group:

Arab Other

Gypsy / Traveller:

Roma Irish traveller New and other travellers

Travelling showpeople


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Director of operations' PA

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

**NATIONAL
HOUSING
FEDERATION**
member

 **business for neighbourhoods**

**CUSTOMER
SERVICE
EXCELLENCE**


The Government Standard

 **TSA** **TENANT
SERVICES
AUTHORITY**

www.crosskeyshomes.co.uk

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