

A guide to  
**Making a  
complaint**

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We care about the services we provide and make every effort to maintain high standards and provide you with the best possible service.

**However, sometimes our services may not meet your expectations, and if this happens you can complain. We value your feedback because it helps us improve our service to you.**

### What is a complaint?

A complaint is when you are unhappy with something we or our contractors have or have not done, so you request a formal investigation and response. Examples of complaints are:

- the level of service we provided
- the length of time taken to provide you with a service or information
- our failure to keep you informed of a decision we made
- the behaviour of our staff or contractors
- any kind of discrimination.

### Who can complain?

Anyone who uses or receives services from us can make a complaint.



### Who can't complain?

If you do not live in one of our properties and you do not receive a service from us, we may not investigate your complaint beyond Stage 1.



### How do I make a complaint?

**Online:** [www.a2dominion.co.uk/complaints](http://www.a2dominion.co.uk/complaints)

**By email:** [complaints@a2dominion.co.uk](mailto:complaints@a2dominion.co.uk)

**By phone:** 0800 432 0077

**In writing:**

Complaints Team, A2Dominion Group  
113 Uxbridge Road, Ealing  
London, W5 5TL

**In person:**

Visit one of our main or local offices during office hours.

## How we deal with your complaint

### STAGE 1

#### We receive your complaint

When we get your complaint, we will aim to:

- acknowledge receipt of your complaint within two working days
- assign the complaint to one of our specialist case workers who will tell you how we will investigate your complaint and how long it is likely to take us
- regularly update you on the progress of your complaint
- make sure you have a single point of contact for any questions you have.

Once your complaint has been investigated, your case worker will:

- contact you to discuss their findings so we can try to resolve your complaint. This may include:
  - making sure any outstanding requests have been carried out
  - making changes to our procedures
  - providing better training for our staff
  - offering you compensation, if appropriate
- contact you to confirm the outcome of your complaint.

If you are not satisfied with our response and your complaint is about a rent dispute or service charge, we may pass your complaint to the Resident Property Tribunal or Rent Assessment Panel. These are government bodies set up to decide on these types of complaints. If this happens, we will send you more information at the time.

**If you are not satisfied with the reply you receive at Stage 1, you must contact us within 20 working days of receiving our reply and tell us why you want us to escalate your complaint to Stage 2.**

**Please note: we can only respond to complaints from non-residents at Stage 1 of the complaints process.**

### STAGE 2

#### You are not satisfied with our response and want to appeal

When you tell us that you want us to escalate your complaint, we will arrange one of more of the following actions:

- a review of our investigation into your complaint by a service director to make sure we have followed the correct procedure
- a Remote Appeals Panel hearing - you do not have to come along to this meeting
- an Appeals Panel hearing.

If we escalate your complaint to a review by a service director, we will aim to:

- tell you our findings within 30 working days of you telling us you want to take your complaint to this stage.

If we escalate your complaint to a Remote Appeals Panel hearing or a standard Appeals Panel hearing, we will aim to:

- arrange the meeting within 20 working days of you telling us you want to take your complaint to this stage
- hold the meeting within three months
- write to you to confirm the appeals panel's decision within 10 working days of the meeting.

The appeals panel is made up of a combination of:

- an A2Dominion Board Member
- an A2Dominion Customer Services Committee member
- an A2Dominion Executive Director
- an A2Dominion independent service director.

**At Stage 2, we will review the actions taken by staff throughout the complaints process.**

**This is to make sure we have followed our policies and procedures and that your complaint was fully and fairly investigated.**

**If you attend an appeals panel review, you may take a friend or colleague with you.**

## What if I am still not satisfied?

If you have gone through our complaints procedure but are still unhappy, you can ask a designated person to consider your complaint. A designated person can be an MP, councillor or residents' panel. They will either try to resolve your complaint themselves, or refer you straight to the Housing Ombudsman Service.

The Housing Ombudsman Service is an independent organisation that offers a free and fair way of dealing with complaints against housing organisations. If you decide not to ask a designated person to consider your complaint, you can contact the Housing Ombudsman Service yourself. You can contact the Housing Ombudsman in the following ways:

By email:

**info@housing-ombudsman.org.uk**

By phone:

**0300 111 3000**

In writing:

**Housing Ombudsman Service  
Exchange Tower, Harbour Exchange  
Square, London, E14 9GE**

The Housing Ombudsman will expect you to have gone through all the stages of our complaints procedure and have waited at least eight weeks before contacting them, unless you are referred to them by a designated person.

## Older people's housing and supported housing customers

If you live in older people's housing or supported housing and are not satisfied with how we have handled your complaint, you have the following options:

- If your complaint is about a care service we provide you at your home, you can complain to the Care Quality Commission:

By email:

**enquiries@cqc.org.uk**

By phone:

**03000 616 161**

- If your complaint is about our housing support services, you can complain to the Supporting People Team at your local council. For more information, visit [www.gov.uk](http://www.gov.uk).

## Compensation

You may be able to claim compensation if you rent one of our homes and any of the following things happens to you:

- we damage your belongings or you are injured and it is our fault
- we do not carry out repairs when we say we will
- you have received poor service from us
- you have to move home while we redevelop it
- you lose the use of a room while we carry out a major repair
- you make and pay for improvements to your home (please note you will have to get our permission before you carry out any improvements).

Please contact us for up-to-date information on what compensation you can claim. If you owe us money, for example, through unpaid rent, we will take this from any compensation you receive. It is very important that you let us know you would like to make a claim for compensation no later than 20 working days after the first incident. If you wish to claim compensation but it does not form part of a formal complaint, please contact the relevant department.

## What will we do as a result of your complaint?

There are lots of things we can do to put things right if we have made a mistake.

We will:

- apologise
- carry out the work
- make a change to our service to make sure it doesn't happen again
- improve our procedures
- provide extra training for our staff.

## Suggestions and compliments

If you have a suggestion that could help us improve our services, or would like to give us a compliment about something that we did or are doing particularly well, please tell us about it by contacting our Customer Services Centre at **customer.services@a2dominion.co.uk** or on **0800 432 0077**.

## Our service standards

Please visit our website for a full list of our service standards:  
**[www.a2dominion.co.uk/servicestandards](http://www.a2dominion.co.uk/servicestandards)**.

## Contact us

### Online:

[www.a2dominion.co.uk/customers](http://www.a2dominion.co.uk/customers)

### By email:

[customer.services@a2dominion.co.uk](mailto:customer.services@a2dominion.co.uk)

### By phone:

0800 432 0077

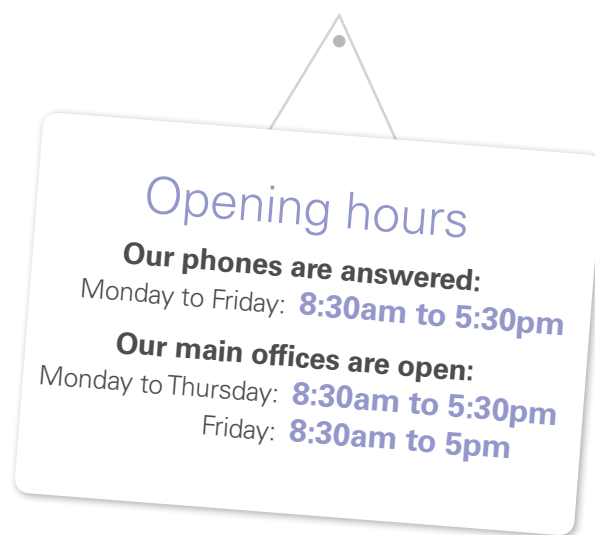
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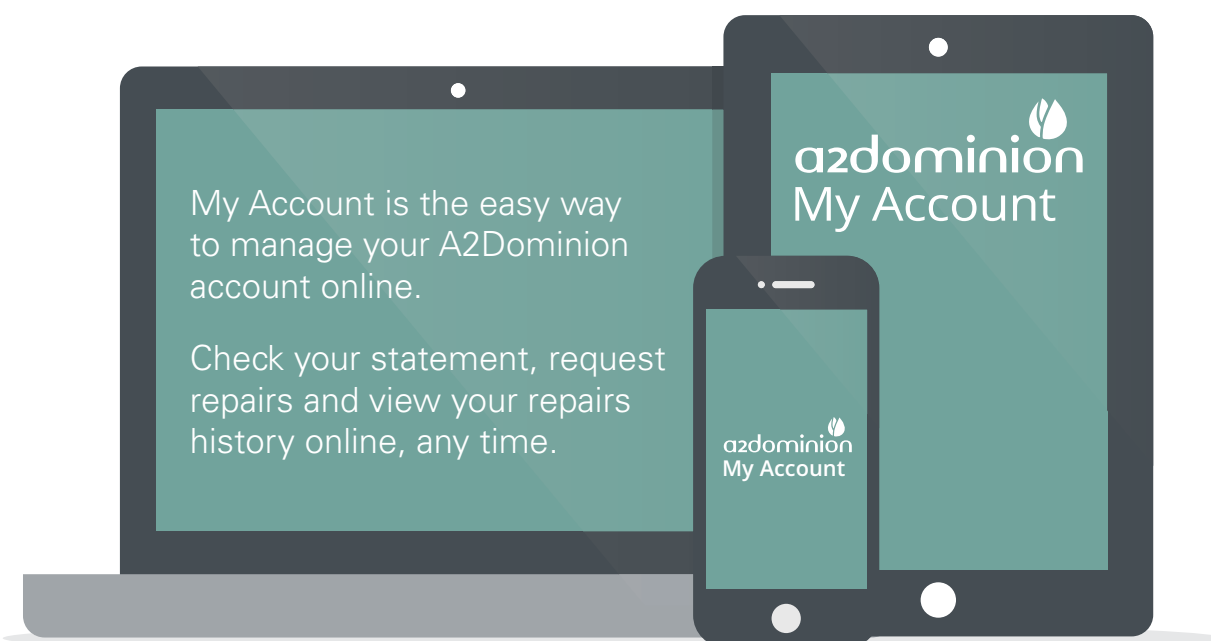
### In person or in writing:

To one of our main or local offices. For a full list of our offices, go to [www.a2dominion.co.uk/contact](http://www.a2dominion.co.uk/contact)



## Translations

We will consider requests for translations into other languages and formats, including large print, audio and Braille.



**Sign up today: [www.a2dominion.co.uk/myaccount](http://www.a2dominion.co.uk/myaccount)**