

Unhappy with our service?

How to make a complaint



We are committed to providing first excellent customer, but there may be times when we don't get it quite right. If this happens we want to know. Your feedback gives us the opportunity to put things right for you.

This leaflet outlines how to let us know if you're unhappy with our services.

Who can make a complaint?

Anyone using, receiving or affected by our services can make a complaint. This includes residents, customers, leaseholders, non-residents or anyone who has a contractual agreement with us.

It also includes people who have applied to us for housing, support or other services.

When should I complain?

If you're dissatisfied with any aspect of our service (for example the standard of repairs, missed appointments, staff conduct etc), you should let us know.

Once we are aware of the concerns that you have, we can ensure that this is handled by the right person and the appropriate action is taken. We are thankful for complaints because they help us learn and improve for the future.

There may be times that a complaint isn't appropriate and in these instances, we will tell you how your concerns are going to be handled.

How do I make a complaint?

There are a number of ways you can let us know that you're unhappy with our service:

- by emailing **contactus@sanctuary-housing.co.uk**
- via the **complaints form** on our website.
- by calling us on **0800 131 3348** or **0300 123 3511**
- by letter to **Sanctuary Housing, Marybone House, 2 Marybone, Liverpool, L3 2BY**
- in person.

The complaints process

We will log your complaint and contact you to let you know that your concerns are being looked into.

Front line resolution

We try to resolve most complaints when you first contact us.
We aim to do this within 10 working days or less.

Investigation

At this stage, your complaint will be handled by an independent team or senior manager who will undertake a thorough investigation into your concerns. This can take up to 20 working days and you will receive a formal response from us.

We'll do our best to resolve your complaint within the target times shown above. There may be times that the investigation may take any longer and in these instances we will let you know and tell you when you can expect to hear from us.

While you have a complaint in progress, please report any other issues or concerns to us as usual by calling 0800 131 3348 or 0300 123 3511. This ensures that specialist staff can respond to your requests and help more quickly.

If you're still unhappy after following our complaints process, you can ask a 'designated person' to look at the complaint for you.

The designated person can be:

- your local MP
- a local councillor
- a recognised resident panel member.

If they can't help you directly, they might refer it on to the Housing Ombudsman Service, an independent organisation which deals with disputes between social landlords and their residents. Please note that the Housing Ombudsman Service will only investigate your complaint if it has been through our complaints process.

Improving through feedback

We regularly review the complaints that we have received to consider ways that we can change and improve our services.

This leaflet can be translated into other languages, large print and Braille or recorded on to an audio CD. Please contact your local office for details.

0800 131 3348 (landline) 0300 123 3511 (mobile)

contactus@sanctuary-housing.co.uk

www.sanctuary-housing.co.uk

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