

Unhappy with our service?

How to make a complaint



We are committed to providing the excellent services that our customers deserve, but we recognise that sometimes we may make a mistake or get something wrong. When this happens, we need to put it right, so it's important that you tell us if one of our services has let you down.

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

Who should make a complaint?

If you are a Sanctuary customer, or representing a Sanctuary customer, you can make a complaint. We can accept complaints if:

- you live in a Sanctuary property
- you receive a service from Sanctuary
- you're applying for a Sanctuary property
- you used to be a Sanctuary resident and left less than 6 months ago
- you're acting on behalf of someone who is one of the above.

If you're not a Sanctuary customer and you are not representing a Sanctuary customer, you can still tell us if you're unhappy about our services and we will answer your concerns, but it might not be treated as a complaint.

How will you handle my concerns?

Most concerns are handled through the complaints process but there are times that we should follow a different process, for example if you are unhappy with your relationship with a neighbour, we will address this through our antisocial behaviour process.

Once you have told us you are unhappy and that you want to complain, we will decide what is the best way to deal with your concerns.

If you report a concern that is outside of Sanctuary's control or responsibility, we will tell you who you should report this to and how we may be able to help you in this matter.

How will you fix it?

Our complaints process has two stages – Front Line Resolution, and Investigation.

Front Line Resolution is the first stage of our complaints process and aims to make sure that we put things right as soon as possible. For example, if a complaint is about a missed repair appointment, at Front Line Resolution we would apologise for the mistake, rebook the appointment at a convenient time, and make sure the repair gets done.

The second stage is explained in more detail in our Investigation Stage leaflet.

What can I expect?

When a complaint is reported to us, we aim to contact you within 2 working days to acknowledge your complaint and discuss your concerns if necessary.

We will then respond within 5 - 10 working days to let you know how we intend to put things right.

I'm still not happy...

If you are not happy with what we do to try and resolve your complaint, you can progress your complaint to the next stage. You should tell us why you are not happy and what else you think we should do to fix things for you. Our Investigation leaflet explains what happens at this stage.

Some types of complaint we might think are serious enough to be dealt with straight away at Investigation and won't be handled at Front Line Resolution. If this is the case, we'll let you know.

What do I need to do?

You can report a complaint to us by:

- Emailing **contactus@sanctuary-housing.co.uk**
- Completing the **complaints form** on our website www.sanctuary-housing.co.uk
- Calling **0800 131 3348** (0300 123 3511 from a mobile)
- Writing to **Sanctuary Housing, Marybone House, 2 Marybone, Liverpool L3 2BY**
- Speaking to us **in person** for example, by visiting your local housing office.

To help us resolve your complaint as quickly and easily as possible, it would really help us if you could tell us exactly what you are unhappy about, and what you think we should do to put it right. We know that it can be really frustrating when something has gone wrong, but it's easier for us to help put it right when we can speak to people in a calm way. So that we can do this, we ask that customers treat us with the same level of respect they would expect themselves.

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

If you need to speak to a Sanctuary member of staff in your own language, please contact your local office
and they will arrange an interpreter for you.

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

contactus@sanctuary-housing.co.uk

www.sanctuary-housing.co.uk

 **@HelloSanctuary**