



# COMPLAINTS PROCEDURE



## HOW TO MAKE A COMPLAINT

# TABLE OF CONTENTS

	PAGE
<b>1.0 INTRODUCTION</b>	<b>3</b>
<b>2.0 WHAT IS A COMPLAINT?</b>	<b>3</b>
<b>3.0 FORMAL COMPLAINTS PROCEDURE</b>	<b>4</b>
3.1 Stage 1: Tell us about your complaint	4
3.2 Stage 2: Action by the relevant staff member	4
3.3 Stage 3: Review by the Chief Executive	4
3.4 Stage 4: Review by the Board	4
3.5 Stage 5: Review by the Northern Ireland Public Services Ombudsman	4



## HOW TO MAKE A COMPLAINT

**This document will be made available on request in large print, audio and other languages and formats. An interpreter or signer can also be arranged.**

### 1. INTRODUCTION

Grove Community Housing Association (GCHA) aims to provide a quality service, but we recognize that there may be occasions when it falls short of what our customers should expect. This complaints procedure allows your complaints to be addressed and helps us improve our service.

### 2. WHAT IS A COMPLAINT?

We want to distinguish between informal complaints or requests and those where we should apply our formal complaints procedure.

#### **Informal complaints or requests**

These would include such things as asking for a repair to be carried out or reminding us that it had not been done. Normally we would just discuss it with you informally, take a note of the matter and take appropriate action.

#### **Formal complaints**

These will be complaints about our standard of service, or decisions we have made where you want a formal assessment and normally a written response.

#### **Anonymous complaints**

Following a consultation with GCHA's Tenant Voice Group, it has been agreed that the Association will not respond to any anonymous complaints. All people are encouraged to make complaints in line with the current complaints policy.

#### **Neighbour nuisance and anti-social behaviour**

This will be dealt with under separate procedures for these problems as they are complaints about the behaviour of other people, not our service. If however you consider that we are not taking appropriate action, you may make a formal complaint about the standard of service we are providing.



## HOW TO MAKE A COMPLAINT

### 3.1 **Stage 1. Tell us about your complaint**

It is helpful if you will tell us about your complaint in writing and we have a form that you may find useful for this. You may also report your complaint verbally by phone, at our office or we can call at your home. Bring a friend or advocate if that would help. Our contact details are as follows:

Grove Community Housing Association  
171 York Road  
Belfast  
BT15 3HB

Telephone: 028 9077 3330  
E-mail: [info@groveha.org.uk](mailto:info@groveha.org.uk)

Your complaint will be logged into the Complaints Book and a file opened.

### 3.2 **Stage 2. Action by the relevant staff member**

The appropriate staff member for the complaint will investigate the matter and respond in writing, or other means if that suits you better, within 5 working days. If it is going to take longer than this to investigate, this initial response will acknowledge the complaint and let you know when a full response to your complaint can be given.

### 3.3 **Stage 3. Review by the Chief Executive**

If you are not satisfied with the response you have received, please let us know and the matter will be reviewed by the Chief Executive and a reply sent within 10 working days.

### 3.4 **Stage 4. Review by the Board**

If you are not satisfied with the Chief Executive's response, again please let us know and the matter will be referred to the Board. This normally meets monthly, so the review would not be more than a month away. If it is going to be longer, the Chief Executive will discuss the complaint with the Chairman and come back to you with proposals. If you prefer to put your complaint to the Board in person, we will try to arrange this as part of a Board Meeting agenda. You are welcome to bring someone with you.

### 3.5 **Stage 5. Review by the Northern Ireland Public Services Ombudsman**

Tenants have a right to bring complaints about the Association to the Ombudsman. The Ombudsman normally expects a tenant to have used the Association's internal complaints procedure before bringing a complaint to his office. Contact details are as follows:



## HOW TO MAKE A COMPLAINT

For letters: NI Public Services Ombudsman,  
Freepost NIPSO

Visiting office: NI Public Services Ombudsman,  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN  
Opening hours: 9.00am – 5.00pm

Telephone: 0800 34 34 24 (Freephone)  
028 9023 3821 (Switchboard)

E-mail: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

Website: [www.nipso.org.uk](http://www.nipso.org.uk)