

## Comments, Compliments and Complaints



### Stay in touch

**T:** 0345 678 0555

**E:** [customerservices@accentgroup.org](mailto:customerservices@accentgroup.org)

**TW:** @accenthousing

Office addresses and opening times  
are available on our website



[www.accentgroup.org](http://www.accentgroup.org)

We welcome all your comments, compliments and complaints. They help show us where we are getting things right, and where we need do something differently.

They can be submitted in any format – letter, email, phone, Facebook etc and from anyone who receives a service from us. We may also accept them from someone who is not a direct customer of Accent, but has been affected by someone who is. If you don't want to talk to us yourself, we will also accept comments, compliments and complaints from someone acting on your behalf.

### **How we deal with complaints**

We are committed to providing you with an excellent quality of service which treats you with respect and fairness. If you are not happy with any part of this service, you can complain to us and we'll try to put it right.

We train our staff to resolve a complaint as quickly as possible and, where possible, the first time you contact us about it.

We take every complaint seriously and investigate them thoroughly before we respond. We will keep in regular contact with you while your complaint is being investigated.

We aim to resolve straightforward complaints within one working day. If your complaint is more complex, it may require an investigation. If this is the case, we will contact you within two days to discuss it.

We aim to respond fully to all complaints within ten working days. If it becomes clear that the investigation may take longer, we will agree an extension with you.

Our aim is always to deal with your complaint thoroughly to your satisfaction. If you are not satisfied with our response to your complaint, you may ask for a review by a senior manager.

### **Unreasonable or frequent complaints**

Most of the complaints we receive are made reasonably and in good faith and because customers are genuinely unhappy with our service. However, sometimes when the complaint is first lodged or when we are chased for a response it can be in an abusive or aggressive way. We will never accept offensive or threatening behaviour towards our staff. If customers act in this way after we have made every effort to resolve their complaint, and the amount of time taken to deal with them affects our service to other customers, we reserve the right in extreme circumstances to no longer respond.

### **Compensation Policy**

In certain circumstances, you may be entitled to compensation for your complaint, if there has been a failure in our service, or we have not resolved it in line with our processes. We have a separate compensation policy please ask us for details.

### **What happens if I am not satisfied with the outcome of my complaint?**

If you are not happy with the outcome of your complaint, once we have exhausted our internal process you may have the right to complain to a 'designated person' and/ or the Housing Ombudsman Service. Complaints from DOMUS residents should go to the Property Ombudsman Service.

'Designated persons' are defined as an MP or a local councillor for the district in which your home is located.

Their role is to provide a fresh and independent perspective on problems to seek a local resolution to the complaint. With your consent, they may also refer complaints to the Ombudsman.

If you wish to refer your complaint directly to the Housing Ombudsman you may do so 8 weeks after the final stage of our complaints process (the 8-week qualification does not apply to DOMUS residents approaching the Property Services Ombudsman). The Ombudsman service decides whether a complaint is within its remit, not Accent.

### **Their contact details are:**

#### **Address:**

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

#### **Lo-call Number:**

0300 111 3000

#### **Email:**

info@housing-ombudsman.org.uk

#### **Website:**

www.housing-ombudsman.org.uk

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#### **Address:**

Ombudsman Services – Property, PO Box 1021, Warrington, WA4 9FE

#### **Phone:**

0330 440 1634

#### **Email:**

enquiries@os-property.org

## Complaint Form

Please complete this form as clearly as possible so we know who you are and how we can get in touch with you. We can accept anonymous complaints but we may not be able to fully investigate them.

Your name:

Your address:

Postcode:

Tel: (home):

(mobile):

Email:

What is the best way for us to contact you?

Phone  Letter  Email  Home visit  Other, please state:

If you are complaining for someone else, what is their name?

Details of complaint (please let us have as much information as possible, including any dates and times you have recorded).






How would you like us to resolve the complaint?

## How we monitor complaints

By answering the following questions, you will help us to make sure we provide a fair service for everyone, but you do not have to answer them. You can leave this section blank if you prefer.

Are you?  Male  Female

Do you have a disability?  Yes  No If yes, please describe (for example, are you in a wheelchair or visually impaired?)

## How do you describe your ethnic origin?

White:

British  Irish  Other

Mixed:

White & Black Caribbean  White & Black African

White & Asian  Other

Asian/Asian British:

Indian  Pakistani  Bangladeshi  Other

Black/Black British:

Caribbean  African  Other

Chinese/other ethnic group:

Chinese  Other

I don't want to say

Under the terms of the Data Protection Act 1988, your information will be used only for the purpose for which it is collected and for improving our services. It will be treated with strict confidence.

Please return your completed **Complaint Form** to your local office.