



Making a comment or complaint

Putting things right



tenant
checked



This leaflet tells you how to comment or complain about our services. It explains what to do and how we can help. This is one of a number of leaflets we produce for our customers. You can find them all on our website or in our offices.

At Riverside, we are committed to providing excellent service to all our customers. We value diversity and do everything we can to make our services available to as many people as possible. This commitment to equality is at the heart of everything we do.


Contact us

 www.riverside.org.uk
email: info@riverside.org.uk

Customer Service Centre

 **24** hours a day, **365** days a year
0845 111 0000

With inclusive call packages or mobile phones, it may be cheaper to call **0345 111 0000**

 You can also visit **your local office**
(for more details visit our website or call us)

 We are happy to accept **Typetalk** calls
Minicom: **0845 111 7766**

Our commitment

At Riverside, our customers are at the heart of what we do and we are committed to delivering a high quality service.

We aim to be open and honest about what we do, provide information quickly and do our best to help anyone who contacts us.

We value feedback

We need to know what you think about what we do. Whether it's good or bad, we really appreciate your opinions as they can help us to improve our services.

If you have a complaint we will do everything we can to resolve any issues you may have. Of course, we also like to know when we're doing something right so let us know when you're happy with what we do. You can make any comments by:

- visiting your local office
- advising us in writing
- calling us or
- emailing us.

How do I make a complaint?

We want to provide a good service to everyone we work with but sometimes things do not go to plan.

We need to know when something has gone wrong so we can put it right and make sure it doesn't happen again.

We have a three-stage complaints procedure to help make the process as easy for you as possible. We will work through stage one to find out the cause of the problem and see if we can reach a solution. If the matter is not resolved you can take your complaint onto the next stage.

There are some things that we are not able to help with. These are:

- **Government policy** – we are regulated through a body called the Tenant Services Authority; please contact them or the Department for Communities and Local Government
- **Housing Benefit** – contact your Local Authority or the local Government Ombudsman
- **Insurance** – we have arranged a special household contents insurance scheme for our residents. We do not run the scheme; please contact the insurers direct or the Financial Ombudsman Service.

Making a complaint

Stage one

Come and talk to us. All our staff are trained to help sort out any problems that you may have, informally if possible, or if you prefer you can talk to a manager. If we do not sort out the problem then you can make a formal complaint.

There are a number of organisations that can support you with your complaint, for example, your local Citizens Advice Bureau.

We aim to resolve your complaint within 10 working days but if it is going to take longer we will let you know. There are three possible results at stage one:

- **upheld** – we agree that something went wrong
- **partly upheld** – we don't agree with the main point of your complaint but do agree with some
- **not upheld** – we don't agree that something went wrong.

Some complaints take longer to resolve than others but we will keep you informed and we will always try and resolve it within 20 working days.

If we have not dealt with your complaint within 20 working days you may take your complaint to stage two.

Stage two

If the complaint remains unresolved after stage one, you can ask for a manager to look at your complaint. Just contact us and explain your reasons for moving on to stage two.

We will acknowledge your request within two working days. At this stage, you are entitled to a meeting with a manager to discuss your complaint further – you can bring a friend or representative with you. After the meeting we will write to you and explain our decision. We aim to deal with your complaint within 20 working days.

If we have not resolved your complaint within 20 working days you can take your complaint on to stage three.

Stage three

You can ask for a review of a stage two decision by addressing any request to the Group Director, Housing Services, based at our head office, and explaining the reason for your request. Once we receive your request it will be passed to the most suitable Divisional Director who can look into the request and make sure it is reviewed and handled in an effective manner.

A Committee of the Board will usually hear the appeal in 20 working days. We will let you know when and where the meeting will be. You will have the choice to attend and bring a friend or representative with you. After the meeting the Committee will write to you with their decision.

Who else can help?

If after all three stages you feel as though your complaint is not resolved, you can ask for further help from the Housing Ombudsman Service.

The Housing Ombudsman will usually want to see that every stage of the complaints procedure has been exhausted before agreeing to review the case. You can write to them at: Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN.

Financial redress

You can claim financial redress if you feel that we have failed to provide a service:

- included in your tenancy agreement
- to an acceptable standard.

Please contact us for more information about claiming financial redress.

Do you need help or more information?

If you would like more information or need us to explain anything please contact us.

3 Solving your complaint

What do you think Riverside should do to resolve the problem?

.....

.....

Have you complained about this problem before? Yes No

If Yes, approximately when did you complain?

Who did you complain to?

What action did they take?

Signed Date

Thank you for completing this form.

If you are not one of our tenants, please complete the separate equal opportunities monitoring form, which is available from a member of staff, to download from our website or by calling us for a copy. All personal data will be processed, held and stored in accordance with current Data Protection legislation.

If you need this information in another format (such as large print, audio or another language) please contact us.

☎ **0845 111 0000**

অনুবাদের জন্য আমাদের টেলিফোন করুন।

若需翻譯服務，請致電我們。

अनुवाद माटे अमने फोन करो

अनुवाद के लिए हमें फोन करें

ਅਨੁਵਾਦ ਲਈ ਸਾਨੂੰ ਫੋਨ ਕਰੋ।

Ina soo wac sidii aan kuu turjimno

Çeviri için bizi arayın

Jeżeli potrzebujesz tłumaczenia, zadzwoń do nas

اتصلوا بنا للحصول على الترجمة

برای ترجمه بما تلفن نمائید

Contact us



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email: info@riverside.org.uk

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(for more details visit our website or call us)



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Minicom: **0845 111 7766**

The Riverside Group Limited

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