Complaints, Compliments & Suggestions

We aim to provide a good quality leasehold service to you and are always looking for ways to improve. You can help us do this by telling us what you think. We value your feedback whether it is a complaint, a general comment or suggestion or a compliment. The information you give us helps us build on our strengths and tackle our weaknesses.

This factsheet explains the different ways you can tell us what you think of our services and how we deal with complaints about our service.

1. Tell us when we do well

If you are pleased or impressed with the leasehold services you receive please let us know. Getting good feedback helps us understand what you really want and develop better ways of working.

If a member of staff (or a team) has impressed you with the way they carry out their role why not nominate them for a “Customer Care Excellence Award”. These awards recognise and reward staff who go the ‘extra mile’ and provide a great service to our customers. Please call 0118 937 2033 or visit www.reading.gov.uk/excellenceaward

2. Tell us what you think we should do differently

When you talk to your friends and family about our services you probably tell them what we should do differently and how we could do things better, so why not tell us too? Your comments and suggestions, no matter how big or small, can help us improve - sometimes the simplest ideas can make the biggest difference.

We can’t promise to use every suggestion, but we do promise to listen and to use what we can. If you have ideas about how we can improve please call Customer Services or customer.services@reading.gov.uk

3. Take part in surveys

We carry out satisfaction surveys regularly. You can let us know what you think of our services by completing and returning these forms.

4. Join the Sounding Board

The Sounding Board is a list of tenants and leaseholders who want to help us develop and improve services. You tell us how much you want to be involved, the ways you want to be involved and the areas of service you are interested in. For more information contact the Tenant Participation Team

www.reading.gov.uk/leaseholders
5. Tell us if something goes wrong

Although we always aim to provide the best possible service, sometimes things do go wrong. Please let us know as soon as possible if:

- something goes wrong
- we don’t meet our service standards
- we don’t deliver what we said we would
- you are treated disrespectfully by a member of our staff or
- we give you misleading information

As soon as we know there is a problem we can take steps to put it right, or at least explain why we can’t do things differently.

How to complain

The easiest way to complain is to talk to your Leasehold Officer, their manager or the Complaints Manager.

Many problems can be sorted quickly once we understand the issues. If your complaint is more complicated we will investigate and get back to you with an answer - usually within 15 working days.

If you are unhappy with the outcome

If you are unhappy with the way we handled your complaint or the outcome you can ask us to look at your complaint again. Please contact the Housing & Community Care Complaints Manager.

We will ask a different manager to take a fresh look at the investigation. They will write to give you their decision within 20 working days.

Making a further complaint

If you are still unhappy with the outcome you can ask us to look at your complaint one last time. We will ask someone independent of Housing Services to look at your situation. They will send a written report to the Director of Housing and Community Care who will then decide what action, if any, we should take. The Director will write to inform you of their decision within 20 working days of receiving your request.

Next Steps

There is nothing more we can do. If you are still unhappy you can ask the Local Government Ombudsman to review the way we handled your complaint. This is an independent, impartial and free service. They will check to see if we followed our policies and procedures correctly. They won’t question our decisions or actions simply because you don’t agree with our policy.

Contact Us

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<tr>
<th>Homeownership Team</th>
<th>Homeownership, PO Box 2624, Reading RG1 7AE</th>
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<tbody>
<tr>
<td>Tel: 0118 937 2092</td>
<td>Email: <a href="mailto:homeownership@reading.gov.uk">homeownership@reading.gov.uk</a></td>
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<tr>
<td>The Housing Complaints Manager</td>
<td>Housing complaints, PO Box 2624, Reading RG1 7AE</td>
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<tr>
<td>Tel: 0118 937 2905</td>
<td>Email: <a href="mailto:housing.complaints@reading.gov.uk">housing.complaints@reading.gov.uk</a></td>
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<tr>
<td>Local Government Ombudsman</td>
<td>10th Floor, Millbank Tower, Millbank, London SW1P 4QP</td>
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<tr>
<td>Tel: 020 7217 4620</td>
<td>Web: <a href="http://www.lgo.org.uk">www.lgo.org.uk</a></td>
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<tr>
<td>Tenant Participation Team</td>
<td>Tel: 0118 937 2730</td>
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<tr>
<td>Email: <a href="mailto:tenant.participation@reading.gov.uk">tenant.participation@reading.gov.uk</a></td>
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This information can be made available in alternative formats (such as Braille, audio tape and other languages) on request.

Contact Homeownership