

## Complaints and Compliments

We are committed to providing a high-quality housing service in a professional, efficient and effective manner. All our staff are trained to provide the highest possible standards of service.

### WHO ARE OUR CUSTOMERS?

Our customers include:

- tenants
- leaseholders
- licensees
- applicants for housing.

### WHAT ARE OUR CUSTOMER CARE STANDARDS?

We will:

- greet customers in a friendly manner
- wear an identity badge
- respond to our customers in a prompt, polite and helpful manner
- use the customer's name if known
- provide information and listen effectively
- show understanding and empathy
- not keep customers waiting unnecessarily
- ensure that all our Customer Services Advisors are easily identifiable as they will wear a uniform.

### WHAT ARE OUR CUSTOMER CARE TARGETS?

We will:

- make every effort to answer our phones within 3 rings
- aim to acknowledge or reply to correspondence within 5 working days
- aim to keep visitors waiting for no longer than 15 minutes for a private interview
- agree mutually convenient times for a home visit
- have opening times that are convenient for most people
- use answer phones only outside normal working hours
- provide a private interview room when requested, if possible
- give as much notice as possible if we have to cancel an appointment.

## MAKING A COMPLAINT OR A COMPLIMENT

Sometimes things go wrong and you may be unhappy with the service you have received. Or you may even wish to compliment us on particularly good service!

We regard a complaint as an expression of dissatisfaction by a customer or group of customers about:

- our quality of service
- the actions or lack of action of our staff or contractors, or
- our failure to respond to a previous complaint.

A complaint is not:

- a request for a service
- a request for information on our policy, or
- an appeal for a review of a decision.

In the first instance you may complain to a member of staff, who will try to resolve your complaint informally. If you are still unhappy, please follow the formal complaints process below. (Please note that your Housing Officer will deal with complaints about nuisance from neighbours and anti-social behaviour, using a different procedure.)

## FORMAL COMPLAINTS PROCEDURE

### Stage 1

Make your complaint using one of the following methods:

1. Via the on-line form on this site. There is a link to this form on the Complaints and Compliments page of our website.
2. By telephoning 0151 290 7000 and speaking to a member of staff and telling them that you wish to make a complaint. They will record your complaint on your behalf and you will not need to fill in a form. However, you can ask them to send you a Compliments and Complaints form if you would like to do this yourself.
3. In writing, by completing and handing in a 'Let Us Know' form, which is attached to KHT's Compliments and Complaints Leaflet, which can be found in each of our offices. For a list of our offices and their addresses, click on the link which says KHT offices located on the left hand side of our website.

We aim for you to receive a written acknowledgment within 3 working days of the relevant team/department getting your complaint. They will aim to tell you how they will resolve the complaint within 5 working days of getting it.

## Stage 2

If you are dissatisfied with their reply, you should tell us within 14 days. Your complaint will then be passed to a more senior member of staff. They will aim to tell you how they will resolve the complaint within 5 working days.

## Stage 3

If you remain dissatisfied, you should tell us within 14 working days. Your complaint will then be passed to an Assistant Director. They will aim to consider your complaint along with the Chair or Vice Chair of the relevant committee within 10 working days of receiving it. You will be able to attend a meeting or put your case in writing. You can also have a friend or relative speak on your behalf if you so wish. We aim to inform you of the outcome within 5 working days of this meeting. If you are still dissatisfied, you may wish to contact:

The Independent Housing  
Ombudsman at:

Norman House  
105-109 The Strand  
London  
WC2R 0AA  
Tel: 020 7836 3630  
Lo call: 0845 7125 973  
Fax: 020 7836 3900  
Email: [ombudsman@ihos.org.uk](mailto:ombudsman@ihos.org.uk)

Please note that if you wish to make a complaint about a service provided by Knowsley Metropolitan Borough Council, you must contact them directly or complete the Council's 'Have Your Say' form, available from Council offices and one-stop shops.)

## COMPLIMENTS

If you'd like to compliment or make a suggestion as to how we can improve our services, please do so using either of the following methods:

1. Via the on-line form on this site. There is a link to this form on the Complaints and Compliments page of our website.
2. By telephoning 0151 290 7000 and speaking to a member of staff and telling them that you wish to make a compliment. They will record your

compliment on your behalf and you will not need to fill in a form. However, you can ask them to send you a Compliments and Complaints form if you would like to do this yourself.

3. In writing, by completing and handing in a 'Let Us Know' form, which is attached to KHT's Compliments and Complaints Leaflet, which can be found in each of our offices. For a list of our offices and their addresses, click on the link which says KHT offices located on the left hand side of our website.

We aim to acknowledge your compliment in writing within 3 working days.