

Customer feedback

Compliments & Complaints





KHT are committed to providing a high-quality housing service in a professional and efficient manner.

We welcome your compliments, suggestions and complaints because we use your feedback to identify areas of our service where we need to improve.

We keep records of all the feedback we receive. We check complaints regularly to make sure we are dealing with them effectively and consistently.

Who can make a compliment, suggestion or complaint ?

Any of our customers. These include:

- KHT tenants or representatives (e.g. friends or family acting on behalf of the tenant with their permission.)
- Leaseholders
- Housing Applicants
- Non-KHT tenants or members of the public
- Councillors, MPs and other elected representatives
- Citizen's Advice Bureau and other advocacy agencies
- Board members

The complaints procedure is not a legal process; therefore solicitors may only act as an advocate and not as a legal representative.

Compliments or suggestions



If you have been particularly pleased with the service you have received from KHT, or have a suggestion on how we can improve a service then please let us know by;



Completing the attached form and returning it in the freepost envelope provided



Phoning us 0151 290 7000



Emailing us at feedback@firstark.com



Using Live chat available via our website (www.k-h-t.org)



Speaking to a member of staff in any either our Page Moss office (603 Princess Drive, Huyton, L14 9ND) or our First Ark office, Lakeview, Kings Business Park, Prescot L34 1PJ



Writing us a letter – Customer Feedback team, First Ark, Lakeview, Kings Business Park, Prescot L34 1PJ

We will use your feedback to continually improve our services.

Complaints

What is a complaint?

A complaint is 'an expression of dissatisfaction with a standard of service, action or lack of action from KHT where a response is required'. This could include a perceived service failure or a failure against local or national standards.

A formal complaint is not:

- A request for a service e.g. initial reporting of a repair
- A request for information on our policy, or
- An appeal for a review of a decision.

KHT will aim to handle all expressions of dissatisfaction at first point of contact and informally. However, if the action taken does not resolve the complaint a formal complaint will be logged and fully investigated in line with our two stage process.

How to make a formal complaint

We will try to resolve your complaint at the time you make it. However, if you are not happy with the outcome, then you can:

- Complete the attached form and return it in the freepost envelope provided
- Phone **0151 290 7000**
- Email feedback@firstark.com
- Visit our website www.k-h-t.org
- Tell us via **Live chat** (available through our website)
- Complain in person to a member of staff in any either our Page Moss office (603 Princess Drive, Huyton, L14 9ND) or at our First Ark office, Lakeview, Kings Business Park, Prescot L34 1PJ
- Write a letter to – Customer Feedback team, First Ark, Lakeview, Kings Business Park, Prescot L34 1PJ

What will happen next?

Stage 1

You will be contacted by a member of the customer feedback team within one working day of receiving your complaint. This will usually be via a phone call or email. You will be asked to provide further details of your complaint and how you would like it to be resolved.

You will then be contacted by a manager from the team you are complaining about within five working days. They will discuss the complaint with you and try to resolve the matter.

If during these initial discussions the manager is unable to resolve the complaint they will provide you with a written response within 15 working days of us acknowledging your complaint. If there is any delay, we will contact you to let you know.

Escalating your complaint

If you are unhappy with the outcome of your complaint you can request that it is reviewed. You will need to provide us with specific reasons for requesting this review and/or provide additional information that has not previously been considered. Your request may be refused if KHT can demonstrate that they have followed policy or legal requirements.

Your request should be made within 14 calendar days, however this period may be extended under certain circumstances, for example if you were in hospital.

You will be contacted within three working days from when the escalation request was received to acknowledge the escalation and to confirm whether it has been accepted.



Stage 2 – review by a panel

Stage 2 of KHT's process involves your complaint being reviewed by a panel of three First Ark employees – the director or head of the service you are complaining about and two managers. You will be given the opportunity to discuss your complaint with the panel or to have a friend, family member or advocate to speak on your behalf.

You do not have to attend the review and it can be heard in your absence.

The panel will aim to contact you within 10 working days of the meeting with their outcome.

Designated Person and Ombudsman Services

If, following the outcome of the hearing you remain dissatisfied you can approach a designated person, these include;

- Any MP
- Any Knowsley Councillor

The 'designated person' has the opportunity to try and resolve the complaint directly with KHT or alternatively they can refer the complaint to the Housing Ombudsman.

If you do not want your complaint to be looked at by a 'designated person' you can refer your complaint directly to the Housing Ombudsman, however you must wait at least eight weeks before doing so.

Further details regarding the Housing Ombudsman service, including how to make a complaint to them can be found on their website www.housing-ombudsman.org.uk. Alternatively you can phone them on 0300 111 3000 or you can write to them at Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ.

This is a summary of the process. First Ark's full policy can be found on KHT's website at www.k-h-t.org or by requesting a copy by phoning 0151 290 7000.



Feedback form



Name _____

Address _____

Telephone number _____

Email address _____

What is your compliment, suggestion or complaint regarding?

What would you see as a suitable resolution?

Thank you for your feedback!

Pop this form into the freepost envelope provided

