

## We're here to listen — Homes customers

### Complaints, compliments and suggestions for improvement

---

We want you to be happy with the services you receive and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- **Listening to your feedback, good or bad**
- **Dealing with complaints efficiently and effectively**
- **Keeping you up to date with progress**
- **Being honest and open about the process**

In line with our equality and diversity policy, we will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint, this leaflet tells you how to do it.

#### Stage 1

We have a dedicated team of Customer Focus Advisors to handle your complaint. If you want to make a direct complaint;

- **Use the make a complaint form on our website at:**  
<http://homestorent.placesforpeople.co.uk/complaint>
- **Directly via your online account**
- **Send a letter to the Customer Focus Team**  
(please see blue box)
- **Email your complaint to:**  
[customerfocusteam@placesforpeople.co.uk](mailto:customerfocusteam@placesforpeople.co.uk)
- **Phone our Customer Service Centre on:**  
**01772 667 002**

If you can't do this yourself, you can ask a friend or relative to help you.

We will always try to resolve your complaint on the day we receive it. If we need time to look into it, we will acknowledge that we have received your complaint within two working days. We will aim to provide you with a full response within ten working days. If we can't get back to you within that time, we will explain why and tell you how long it will take.

#### Stage 2

If you feel your complaint has not been handled correctly you can ask to progress to Stage 2. The Stage 2 Complaint will be reviewed by a Senior Manager. They will undertake a thorough and detailed investigation to ensure your complaint has been handled in a fair and appropriate manner and a written response will be provided to you within 20 working days.

If you remain dissatisfied with the way we have handled your complaint after Stage 2, you can escalate your complaint to the Housing Ombudsman Service to investigate after you have exhausted our internal complaints procedure. You have to wait 8 weeks after the closure of your complaint before the Housing Ombudsman will consider the complaint. However, you can ask a designated panel or person ie. your local Councillor or MP, to review your complaint if you would like to speed up the process.

A list of MPs / Councillors can be found at:  
[www.parliament.uk/mps-lords-and-offices/mps](http://www.parliament.uk/mps-lords-and-offices/mps)

#### Housing Ombudsman Service

PO Box 152  
Liverpool  
L33 7WQ

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Web:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Tel:** 0300 111 3000

(lines are open Monday to Friday from 9:15 to 17:15)

**Fax:** 020 7831 1942

#### Customer Focus Team

Places for People  
PO Box 2070  
Preston  
PR5 9BY

**Tel:** 01772 667 002

**Email:** [customerfocusteam@placesforpeople.co.uk](mailto:customerfocusteam@placesforpeople.co.uk)

# Customer Feedback Form

---

Name: .....

Address: .....

.....

Daytime contact No: .....

Email: .....

.....

The details of your feedback will remain confidential to Places for People, contractors acting on our behalf and independent organisations that we occasionally ask to carry out quality checks.

Complaint  Compliment  Suggestion

Tell us about your feedback (use a separate piece of paper if needed): .....

.....

.....

.....

.....

.....

What do you think we should do? .....

.....

.....

.....

.....

.....

When you have completed this form, please return it to:

Customer Focus Team

Places for People

PO Box 2070

Preston

PR5 9BY

**Thank you for your feedback, a member of the Customer Focus Team will be in touch with you within 2 working days.**

If you would like this document in another format or community language, for example in large print, braille or on tape, please contact our Customer Service Centre on:

**Tel:** 01772 667 002

**Email:** [equalityanddiversity@placesforpeople.co.uk](mailto:equalityanddiversity@placesforpeople.co.uk)