

your responsibilities

We expect you to:

- ▶ report any concerns to our staff as quickly as possible
- ▶ be polite to our staff
- ▶ tell us how you think we can improve our service by using our comments and complaints system

keeping our promises

If we get it wrong we will:

- ▶ apologise and give you an explanation of what went wrong
- ▶ advise you how we will put it right and how we will learn from the mistake so it doesn't happen again

If you have a concern please use our comments and complaints system to let us know and we will:

- ▶ acknowledge your complaint within 2 working days, either in writing or verbally
- ▶ respond in full within 10 working days, either in writing or verbally, advising you of the date you can expect to hear from us if this is not possible
- ▶ keep you informed if the complaint takes a long time to investigate
- ▶ arrange for a senior officer to investigate your complaint if you are still dissatisfied
- ▶ offer you an appeals stage if you are still not happy with the outcome. Your complaint will be considered by a panel of at least 3 members and you will be notified of their decision in writing within 5 working days

contact us

By telephone, in person or by writing to us at:

Incommunities

Trust House,
5 New Augustus St,
Bradford BD1 5LL
01274 254000

Incommunities -

aire-wharfe
6-14 Devonshire St,
Keighley BD21 2DG
0845 166 0100

Incommunities -

east
Dudley Hill Business
Centre,
Knowles Lane,
Bradford BD4 9SW
01274 257200

Incommunities -

north
Ravenscliffe Avenue,
Bradford BD10 0JJ
01274 254400

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 01274 254321.

Pokud chcete tyto informace v jakémkoli jiném formátu včetně zvětšeného tisku, audio CD/kazety, Braillova písma nebo překladu do jiného jazyka, volejte prosím na telefonní číslo 01274 254321.

Ak chcete tieto informácie v inom formáte vrátane zväčšeného písma, zvukového CD/kazety, slepeckého písma alebo v preklade do iného jazyka, zavolajte na tel. číslo 01274 254321.

Incommunities -

shingley
The Old School,
Wrose Brow Road,
Shingley BD18 2NT
01274 257300

Incommunities -

south
Park View Mills,
Wibsey Park Avenue,
Bradford BD6 3QA
01274 254900

Incommunities -

west city
Commerce House,
24 Kirkgate, Bradford
BD1 4QL
01274 254700

QS2 V3 11/09

 business for neighbourhoods



www.incommunities.co.uk

Incommunities Group Limited is registered in England with Companies House No. 04221767. Registered address: Trust House, 5 New Augustus Street, Bradford, West Yorkshire BD1 5LL

customer involvement



our promises



what are quality standards?

These are standards of service which explain to you the quality of service you can expect from us.

what is customer involvement?

At Incommunities we strive to put the customer at the heart of everything we do.

We are committed to involving customers in developing and improving the services we provide, creating opportunities for customers to get involved and working with tenant and resident groups.

our promises

We will:

- ▶ consult you on significant changes in services we provide to you and your home
- ▶ take account of your views when making decisions on the way we deliver services
- ▶ provide a variety of ways in which customers can be involved through the Intouch 100 Club
- ▶ send you at least four newsletters through the year, updating you on our work, our performance and other information that may be of interest to you
- ▶ ensure that everyone has the opportunity to take part fully regardless of sex, sexuality, race, age or disability
- ▶ take practical steps such as providing interpreters, transport or help with childcare where appropriate
- ▶ meet with groups when invited
- ▶ pay out-of-pocket expenses to all customers attending focus groups, consultation exercises, customer inspector duties
- ▶ produce an annual customer involvement statement
- ▶ hold an annual event for customers
- ▶ we will have tenant representatives on our Local Management Trusts, Registered Social Landlord Board and Group Board

how will you know we are meeting these standards?

We will tell you how we are meeting these standards in lots of different ways including:

- ▶ customer inspector mystery shopping
- ▶ @home newsletter sent to all customers every three months
- ▶ Incommunities website www.incommunities.co.uk
- ▶ posters in your local Incommunities office
- ▶ reports to your Local Management Trusts twice a year
- ▶ consultation in a variety of ways with members of the 100 Club