

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.

**Incommunities -
shIPLEY**
The Old School,
Wrose Brow Road,
Shipley 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

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.

Ак 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.

QS3 V3 11/09

equality & diversity



our promises

 business for neighbourhoods

 INVESTOR IN PEOPLE

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


communities

what are quality standards?

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

what is equality and diversity?

Incommunities is proud to be a partner in a diverse multicultural city. Respecting, valuing and promoting diversity is integral to our vision and values.

We embrace equality and value diversity and we are committed to making sure we treat everyone fairly, with dignity and respect.

Promoting equality and diversity is integral to our vision of providing homes of 1st choice and being an employer and partner of 1st choice.

We want to ensure that everyone in our community can fully access our services, and that when they do, they receive the same high standard of service.

We will make sure that we treat people fairly, with dignity and respect regardless of race, colour, ethnic or national origin, religion, creed, age, gender, sexuality, HIV status, physical or mental capability, or marital status.

our promises

We will:

- ▶ ensure our reception areas and offices have clear signage, are easy for you to get into and move about in, particularly if you are a wheelchair user or are a customer with a pushchair or pram
- ▶ provide information in ways that you find easy to understand, e.g. in different languages, in large print, in Braille
- ▶ install equipment in our offices to assist your visit and make it easier for you to communicate with us e.g. hearing loops
- ▶ take prompt and effective action if you face harassment where you live or at work
- ▶ only work with contractors and other agencies who share our commitment to be fair to all
- ▶ advertise our jobs as widely as possible so that everyone in our community has the opportunity to apply and come and work for us
- ▶ train and monitor all staff to ensure they are aware of their responsibilities and the commitments we have made under its equality and diversity policy
- ▶ review existing services in terms of their accessibility, availability and appropriateness
- ▶ ensure that information and publicity materials are easy to understand, use clear language and positive images that reflect the diversity of our communities, and are available in other formats and languages

- ▶ consult as widely as possible about our services and decisions we need to make, ensuring that the methods and venues we use are accessible, meetings are held at appropriate times and that we consider barriers to communication

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

