



Handling complaints - Quality Standard

Our promises

Incommunities values feedback from customers and see complaints as an opportunity to learn, so if something goes wrong, we put it right. We do this through having an established complaint system; this standard sets out what we will do, how we will do it and how we will keep you updated. To ensure that we capture your feedback we have **four steps**



How we will measure our performance

- ✓ We will monitor how long it takes us to acknowledge and process complaints
- ✓ We will report the reasons why we have not achieved our target of closing complaints within 10 working days
- ✓ We will measure how satisfied customers are and address specific reasons for dissatisfaction
- ✓ We will measure customer satisfaction levels through service questionnaires to ensure that our learning has a positive impact on the services we provide

How we will keep you updated

We will provide performance information on ...

- ✓ Number of complaints
- ✓ Length of time to close complaints
- ✓ Which services customers make complaints about
- ✓ Customer satisfactions
- ✓ How we have learnt from your complaints and the changes we have made to improve services

We will provide this information 4 times a year via...

- ✓ our website www.incommunities.co.uk
- ✓ @home magazine
- ✓ Local Management Trust committees

For more information about our complaints policy or how to make a complaint please contact us via:

- ✓ Our website www.incommunities.co.uk
- ✓ Local neighbourhood office
- ✓ Any of our advertised telephone numbers
- ✓ Email complaints@incommunities.co.uk
- ✓ In writing to

Incommunities Complaints
Trust House, 5 New Augustus Street, Bradford, BD1 5LL

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