

# Making a **compliment**, **comment** or **complaint** about our services

*I'm disappointed*



*What if...*



*I'm happy  
with...*

[www.incommunities.co.uk/contact](http://www.incommunities.co.uk/contact)

# Helping us to improve our services to you

## How to make a complaint, comment or compliment

**We're committed to getting it right first time and providing a service that offers value for money for you, our customers. We want to know what you think about the quality of the services we provide. If we are unable to give the outcome you want, we will fully explain the reasons why.**

### Complaint

Let us know as soon as possible if you have a complaint about the quality of the service we provide, delays in providing you with service or the helpfulness of our staff or representatives, as we may not be able to consider your complaint if you leave it more than 6 months to tell us about it. We treat all complaints as an opportunity for us to learn and to continuously improve our services.

### Comment

You may simply want to make a comment or a practical suggestion that you would like us to think about. We promise to let you know how we use this feedback to improve the service.

### Compliment

If you want to celebrate a job well done, thank a member of our team or have something to say about the services we provide, please let us know.

#### Contact our Customer Service Team first

If you are not satisfied, your first point of contact should be our Customer Service Team, tel: 01274 257777 or email [enquiry@incommunities.co.uk](mailto:enquiry@incommunities.co.uk)

Staff will usually have the information needed and may be able to put things right straight away. If you are still not satisfied you can make a complaint.

# The Complaints Procedure



## Local Resolution

If you make a complaint we will let you know who will be dealing with your complaint within 2 working days. Your complaint will be passed to the person with the best knowledge and skills to deal with the issue. They will contact you to discuss outcomes and timescales with you. You will receive regular updates if there's likely to be a delay in resolving the matter.

## Check

If you are not happy with the outcome, you can ask for your complaint to be independently checked. You will need to tell us why you think your issue remains unresolved and what you are hoping for to resolve the matter. We will agree a timescale with you for completing the investigation.

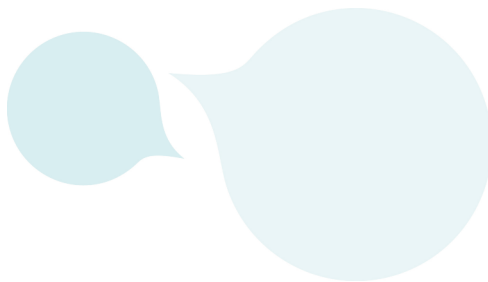
## Review

In the unlikely event that we have still not resolved the matter, you may be entitled to request a review by an independent panel. You will be able to attend the meeting to talk to the panel about your issues. You may also bring a friend or representative with you. If you don't want to attend you can pass your comments on in writing or by speaking to a member of staff.

The panel will make their recommendations and you will receive a final decision from Incommunities usually within 10 working days. If we do not think a review can provide the outcome you wish, we will set out in writing the reasons why and what you can do next. If you are pursuing action through a legal process we are unable to deal with your complaint.

All complaints are monitored to help us to improve our services. Following the closure of your complaint we will contact you for satisfaction feedback.

# Helpful information



## Designated Persons

A Designated Person may be able to help to resolve your complaint locally. A Designated Person is an MP or a local Councillor for the district you live in. You can contact a Designated Person at any time for help with your complaint.

## The Independent Housing Ombudsman Service (HOS)

If you feel your complaint remains unresolved after the review meeting, then a Designated Person can refer your complaint to the HOS.

You must normally have completed our internal procedure.

If you do not contact a Designated Person or the Designated Person decides not to refer your complaint, then you can contact the HOS yourself however the law states that you must wait 8 weeks from our final decision at the review meeting.

## Housing Ombudsman Service

PO BOX 152, Liverpool, L33 7WQ

Tel: 0300 111 3000, email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

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

## Leaseholders contact

The First Tier Tribunal (Property Chamber), Residential Property, First Floor, Piccadilly Exchange, 2 Piccadilly Plaza, Manchester, M1 4AH

Tel: 0161 237 9491 Email: [rpnorthern@hmcts.gsi.gov.uk](mailto:rpnorthern@hmcts.gsi.gov.uk)

## Other organisations who may be able to help:

### Citizens Advice

Tel: 03444 111 444 website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Equality Advisory Support Service

Tel: 0808 800 0082 website [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

# How to send us a complaint, comment or compliment

You can use the Customer Feedback Form in this leaflet to make a complaint, comment or compliment about our services or alternatively you can;

- ▶ email us direct: [complaints@incommunities.co.uk](mailto:complaints@incommunities.co.uk)
- ▶ visit or write to us: Incommunities Group Ltd, The Quays, Victoria Street, Shipley, BD17 7BN  
Office Opening Hours: Monday to Friday 8:45 a.m. to 4:30 p.m.
- ▶ contact us to arrange a home visit, tel: 01274 257777
- ▶ another person can contact us on your behalf but we will need your authority to disclose details to them
- ▶ you can complete an on-line form on our website: [www.incommunities.co.uk/contact](http://www.incommunities.co.uk/contact)

About Us

Contact / Find Us

Compliments, comments and complaints

If you would like this leaflet in any other format please contact the Policy & Performance Team on tel: 01274 257905

اگر آپ کو یہ معلومات کسی دیگر شکل بشمول بڑے حروف، آڈیو/سی ڈی/ٹیپ، بریل میں یا کسی اور زبان میں ترجمہ شدہ شکل میں چاہیے تو براہ کرم 01274 254321 پر ٹیلیفون کریں۔

V prípade, že máte o túto informáciu záujem v inom formáte, vrátane veľkého písma, audio CD/kazety, Braillovo písma alebo o jej preklad do iného jazyka, kontaktujte nás prosím telefonicky na čísle 01274 254321.

چنانچہ مایلید این اطلاعات را در هر قالب دیگری از جمله چاپ با حروف بزرگ، نوار/CD صوتی، حروف بریل یا بصورت ترجمہ شدہ بہ زبان دیگر دریافت کنید، لطفاً با شماره تلفن 01274 254321 تماس بگیرید۔

Jeśli chcieliby Państwo otrzymać ten dokument w innym formacie, np. dużym drukiem, jako nagranie dźwiękowe na płycie CD lub kasecie, alfabetem Braille'a lub w innym języku, prosimy zadzwonić pod numer 01274 254321.

نہمگس نارہزوو دمکن ہم زانیاریانہتان بہمہر فورماتیکی تر، لہوانہ چاپی قہبارہ گہورہ، ہمشنویہی دہنگی وک سی دی/کاسیت، بیان بہختی برائل یاخود وہرگیزرابیت بو سہر زمانیکی تر، تکلیہ تہلففون بکہ بو ژمارہ ۰۱۲۷۴ ۲۵۴۳۲۱۔

# Customer Feedback Form

Please complete details below;

▶ your name: .....

▶ your address and postcode: .....

.....

**How would you like us to contact you once we receive this completed form?** Please tick appropriate;

By phone ▶ your contact number: .....

By text ▶ your contact number: .....

By email ▶ your email address: .....

By letter ▶ your address and postcode: .....

.....

**What do you want to tell us about?** Please tick appropriate;

a complaint       a comment       a compliment

▶ what date did the incident occur? .....

▶ what is the name of the person you have spoken to: .....

.....



▶ what action do you think Incommunities can take to resolve this issue?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

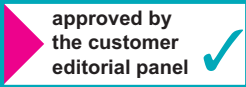
.....

.....

.....

▶ once you have completed this form then please detach, include any additional sheets of paper you have and send back to us in an envelope **(you do not need to use a stamp)** addressed to:

**FREEPOST INCOMMUNITIES**



**V10 7/18 WEB**

Incommunities Group Limited is registered in England with Companies House No. 04221767.  
Registered address: The Quays, Victoria Street, Shipley, West Yorkshire BD17 7BN