

We value all types of customer feedback and encourage your comments and suggestions to help us review and improve our services



**NORTHAMPTONSHIRE
PARTNERSHIP HOMES**
Version 3 #04/23

Compliments

We encourage compliments as they help let us know when things are going well. They provide positive feedback to employees and boost morale and motivation.

Comments

Your comments and suggestions for improvement will be used for the development and delivery of our services. We will not automatically respond to a comment unless you ask us to.

Complaints

We learn through our interactions with customers and encourage customers to provide feedback and compliments on the services that NPH has provided. However, we also recognise that sometimes things do go wrong, and we need to respond quickly and effectively to put things right.

MP and Councillor enquiries

Customers may ask their local MP or Councillor to approach NPH on their behalf. If NPH are approached in this way, we will take this as confirmation that the customer has given consent for us to share information relating to the issue being asked about. We will then disclose information relevant to the enquiry. Enquiries are responded to in writing within 5 working days.

Our Complaints Process

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

Who can complain?

We define a complainant as a tenant including shared ownership tenant or leaseholder of a property who has exercised the right to buy, licensee of a traveller's site pitch, tenant of a garage, stakeholder or any person who receives a service from NPH.

Any member of the public can make a complaint to NPH.

However, only a tenant, including shared ownership tenants or leaseholder of a property who has exercised the right to buy, licensee of a traveller's site pitch or a tenant of garage have full access to all identified stages of the Complaints Policy, and can progress their complaint to Stage 2 of NPH's complaints process, and beyond, through external recognised bodies.

For other customers, the complaints process will stop at the end of Stage 1 and does not offer further action to any external body.

Acknowledge	Following the receipt of a complaint it will be logged, accepted, and acknowledged within five working days.
Stage 1 Resolution	<p>A Stage 1 complaint will be investigated and responded to by a Team Leader or Manager. The Team Leader/Manager will do all they can to resolve a complaint and respond to you within 10 working days.</p> <p>For more complex complaints, the response can be extended for a further 10 days with the customer being kept informed. Requests to escalate to Stage 2 should be made within 28 days of the Stage 1 response and we will give you an answer within five working days.</p>
Stage 2 Review	A Stage 2 complaint will be reviewed by a Head of Service or Director. They will review the findings of your complaint at Stage 1 . They will also look at how your complaint was handled. Any issues that have not been addressed or fully investigated already will be considered and you will receive a full response to the complaint within 20 working days .

Your rights

When a complainant exhausts the NPH complaints process, if they do not consider the matter to have been satisfactorily resolved, they can refer their complaint to the relevant Ombudsman.

Housing Ombudsman

If you are a tenant of NPH (including shared ownership tenant or leaseholder of a property who has exercised the right to buy, licensee of a traveller's site pitch, or tenant of a garage), the Housing Ombudsman will formally review complaints once they have been through NPH's formal complaints process. But they can be contacted at any time for support and advice below.

Online complaint form: www.housing-ombudsman.org.uk/residents/make-a-complaint/

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Local Government and Social Care Ombudsman

If you are not a tenant of NPH (including shared ownership tenant or leaseholder of a property who has exercised the right to buy, licensee of a traveller's site pitch, or tenant of a garage), the Local Government and Social Care Ombudsman will formally review complaints once they have been through Stage 1 of NPH's formal complaints process. But they can be contacted at any time for support and advice below.

Online complaint form: www.lgo.org.uk/how-to-complain

Phone: 0300 061 0614

Postal address: Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH