

# Easy read guide: Complaints policy



This is an easy read guide to help you to understand Golden Lane Housing's Complaint policy.

The Complaints policy explains:



- how you can make a complaint to Golden Lane Housing.
- what Golden Lane Housing will do when you are unhappy with something to do with your home.

# Easy read guide: Complaints policy



We will

- make sure we listen to you when you tell us that you are unhappy.
- treat you fairly and with respect.
- tell you what we will do to put things right and how long this will take.



**Housing**  
Ombudsman Service



Regulator of  
Social Housing



- follow the Housing Ombudsman and the Regulator of Social Housing rules.
- tell you how well we are doing by putting information about complaints on our website.

We may not accept a complaint if



- you are unhappy about something that happened over a year ago.
- your complaint is being handled in court.
- you have told us already about the issue and we have provided a response.

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## Making a complaint

When you make a complaint we will



- speak to you respectfully, reply quickly and thank you for telling us.



- listen to what you are saying so we understand what has gone wrong and why you are unhappy.



- look into your complaint and tell you what we have done, in a way that works for you

You can make a complaint by contacting Golden Lane Housing's Tenant Experience Team.

You can do this by



- phoning: 0300 003 7007



- emailing: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)



- sending a letter to: Head of Tenant Experience  
Golden Lane Housing Parkway Four Parkway  
Business Centre, Princess Road, Manchester,  
M14 7HR

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## Making a complaint



You can ask

- a friend,
- someone from your family or an advocate
- social worker,
- appointed deputy or legal representative



to contact us to tell us about your complaint.

## What happens when you make a complaint



Stage 1 - Make it right

We will



- speak to you and listen to what you are saying so we understand what has gone wrong and why you are unhappy.



- Phone you to see if we can do something straightaway to put it right.



- send you a letter within 5 days to let you know we have got your complaint.

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## What happens when you make a complaint

### Stage 1 - Make it right

If we can't put things right straightaway, we will

- send you a letter within 5 working days to let you know we have got your complaint.
- ask a member of Golden Lane Housing to look into your complaint and to do this in a fair way.
- send you a letter within 10 working days to let you know the **outcome**.

**outcome** – what they found out.



- tell you if we need more time to look into your complaint



- try to tell you the outcome in 3 weeks and will do this by sending you a letter.

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## What happens when you make a complaint



### Stage 1 - Make it right

When we tell you the outcome of your complaint, we will



- say sorry when something has gone wrong.
- tell you what we are doing to put it right.



- tell you if anything relates to the law and ask for more information if we need it.



- include anything else that may have happened while we looked into your complaint and made you unhappy.



- ask you to make a new complaint if something happens that isn't part of your complaint.



- do things to put it right that are the best for everyone involved.



- give you an opportunity to speak to us before we decide on the outcome of your complaint.

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## What happens when you make a complaint



### Stage 1 - Make it right

When we tell you the outcome of your complaint, we will



- follow the Equalities Act 2010 and make reasonable adjustments so you can speak to us in a way that works for you.



- learn from our mistakes and make the right changes to improve services for you and other tenants.



We will also consider offering **compensation**, if we think this is appropriate.

**Compensation** - is money you get if you lose something, have problems or are injured

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## What happens when you make a complaint

### Stage 2 - Senior colleague review



**colleague** - this is a member of Golden Lane Housing staff.



If you are not happy with the outcome of your complaint, you have the **right to appeal**.



**right to appeal** – this means that you can ask Golden Lane Housing to look at your complaint again.



A more senior member of staff will look into your complaint.



They will send you a letter within 20 working days to let you know the outcome.

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## Housing Ombudsman review



We will provide details of how to contact the **Housing Ombudsman Service** following a Stage 2 response and if we decide not to accept a complaint.

**An Ombudsman** is someone whose job it is to look at complaints about companies and organisations. They do not work for the company or organisation so do not take sides.



In England the Ombudsman is the Housing Ombudsman Service.

You can send a letter to:  
Housing Ombudsman Service  
PO Box 152  
Liverpool  
L33 7WQ



You can phone: 0300 111 3000



You can email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



You can visit the website:  
[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

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## Housing Ombudsman review



You can contact the Housing Ombudsman service if



- you didn't get a response to your complaint from Golden Lane Housing.



- you are unhappy with the outcome of Golden Lane Housing Stage 2 final response.



- if you are unhappy with our decision not to accept a complaint.



You must contact the Housing Ombudsman Service within 1 year from the date on the final response letter from Golden Lane Housing.

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## Learning from complaints

We will



learn from the outcomes of complaints and use this information to improve services.



record and keep information about complaints.



ask you if you are happy with Golden Lane Housing and how well we listened to your complaint.



share reports on complaints with

- Golden Lane Housing Board
- Golden Lane Housing Executive (bosses)
- More Voices, More Choices tenant group
- The Housing Ombudsman Service



put information about complaints on our website.



The Chair of the Housing and Property Service committee will be Golden Lane Housing's complaints rep.

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## Compliments



You can tell Golden Lane Housing when you are happy about a service or a member of staff.

You can do this by



Phoning: 0300 003 7007



Emailing: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)



Sending a letter to:  
Head of Tenant Experience  
Golden Lane Housing  
Parkway Four  
Parkway Business Centre  
Princess Road  
Manchester M14 7HR



## Training

We will make sure that all our staff are trained and know how to help tenants who are unhappy to make a complaint.