

WESTWAY HOUSING ASSOCIATION HOW TO MAKE A COMPLAINT

Westway Housing Association aims to provide a high standard of service to its tenants and residents. The Tenants Handbook is a useful guide to refer to as it explains the obligation of the Association and our standard levels. We hope that you do not have a complaint about our service, however, for your information, we have set out below how our complaint procedure works.

What is a complaint?

A complaint is when you tell us that you are dissatisfied with a particular aspect of our work. For example, if you believe that we failed to do something that we undertook to do, or we made a wrong decision.

Who can make a complaint?

Any tenant, resident or applicant for housing can make a complaint. If you need help in making a complaint, someone else can complain on your behalf but we will need to be sure that they are representing your views.

How do I make a complaint?

Initial complaints can be made in a number of ways, e.g. by telephone, in person or in writing (letter or e-mail). All complaints will be dealt with regardless of how they are initially reported. Contact details are as follows:

<u>General Housing / Head Office</u>	<u>Collingham Place</u>
Westway Housing Association	Westway Housing Association
1 st Floor, Ladbroke Hall	90-92 Lancaster Road
79 Barlby Road	London
London	W11 1QS
W10 6AW	
020 8964 2323	020 7792 3670

enquires@westwayha.org.uk

To ensure that complaints are dealt with fairly, Westway has a procedure for you and the Association to follow (as required by the Housing Corporation and Independent Housing Ombudsman):

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Stage 1

If you have a difficulty that has not been resolved you can make a complaint by telephone, in writing, or in person. All complaints will be dealt with regardless of how they are initially reported. You should make your complaint to the person responsible for providing the service with which you are dissatisfied. They will respond to your complaint within 5 working days.

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Stage 2

If you are not satisfied at the end of Stage 1 or you have not received a response within 5 working days you should contact the Line Manager of the person you complained to. This person can be identified from the Organisation Chart attached to this leaflet. Alternatively, any member of staff at Westway can advise you of the person to contact. This manager will respond to your complaint within 5 working days.

Stage 3

If you are still not happy with the response, you should contact the Chief Executive who will prepare a report for the Complaints Panel. The Complaints Panel will be made up of at least two Board members. You may state whether you wish to meet with the Panel to put your case. You will receive a copy of the report within 2 weeks and will be given a further 2 weeks to put your case in writing. You will be told of the decision of the Panel within 6 weeks of making your Stage 3 complaint.

Ombudsman

If you remain dissatisfied, you can complain to the Independent Housing Ombudsman:

The Independent Housing Ombudsman
Norman House
105-109 Strand
London
WC2R 0AA

Tel 020 7836 3630
Lo-Call 0845 7125 973
Fax 020 7836 3900
Email ombudsman@ihos.org.uk
Website www.ihos.org.uk

This service is free to use but **the Ombudsman will not accept any complaint unless you have been through the Association's Complaints Procedure above.**

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Organisation Chart

