



# Highstone Housing Association

# Complaints Policy



**A policy is the rules we follow  
when we deal with a complaint**



## About us

Highstone Housing Association is your **landlord**.

**Landlord** means we own your house and you pay us rent to live there.



We always try to give you the best service.



Sometimes things can go wrong. You might not be happy with the service you get from us.



You can **complain** about this if you want to. **Complain** is when you tell us you are not happy.

## Things you might complain about:



- how staff talk to you or treat you



- we have not kept to the rules in your Tenancy Agreement. Or we have been unfair in how we used the rules



- we have not given you a service that we should have



- we have not given you information you need to know

## Some things that are not a complaint:



- when you tell us about a problem for the first time. Things like needing us to do a repair or neighbours behaving badly



If you do have any problems with your neighbours we have other rules we follow.



- when you tell us how to make our services better or make some changes



- if you complain about a service that is not a Highstone Housing Association service



We can help you to complain to the right service if needed.



- if you think we are not looking after your information properly

Things like your name, date of birth or information about you living in your home.



There is a law we must follow when we collect and look after your information.



- if the courts or the police are already looking into it



If we don't think what you tell us is a complaint, we will tell you why.

## How to complain

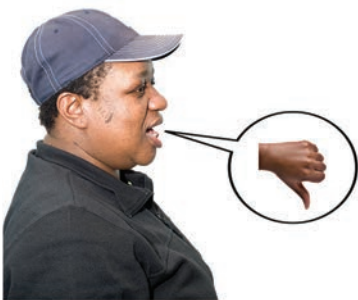


It is always best to tell our staff straight away if you are unhappy about something.

They will try to sort it out quickly.



If you are still unhappy or don't want to do this, you can make a **formal complaint**.



A **formal complaint** is when you use our stages to complain.

We have 2 stages for how to complain.

# How to complain stage **1**



Tell us why you are unhappy. You can:

## Speak to your Housing Officer



## Telephone us 01484 609189

You will hear a recorded message.



Press number **2** on your phone and you will hear another list.



Press number **2** to speak to someone.

A form titled "Highstone Housing Association Complaints Form". It has four sections: "Your name" with a text box, "Your address" with a larger text box, "Your telephone number" with a text box, and "Your email address" with a text box. There are small icons next to each section: a person for name, a house for address, a telephone for number, and an envelope for email.

**Fill in the form at the back of this leaflet**



**Fill in the form on our website**  
**[www.highstoneha.co.uk/tenant-info/  
how-to-make-a-complaint/](http://www.highstoneha.co.uk/tenant-info/how-to-make-a-complaint/)**



**Email us**  
**[complaints@highstoneha.co.uk](mailto:complaints@highstoneha.co.uk)**



**Post it to us**  
**Highstone Housing Association**  
**329 Wakefield Road**  
**Denby Dale**  
**Huddersfield**  
**HD8 8RX**



**You can ask someone you know to  
help you complain.**



## How to complain stage **1**



### What happens next

We will let you know we have got your complaint within **5 working days**.

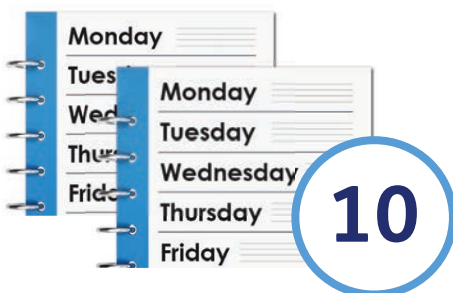


We send a letter as well saying:

- what your complaint is about
- what you want to happen to sort out the problem
- what we will do about it



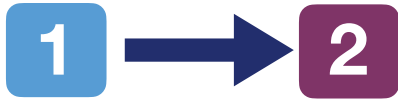
Our staff will listen to you and try to help you with your complaint.



We will try to sort out the problem within **10 working days**.

If it is going to take more time, we may ask for **10 more days** to sort it out.

## How to complain stage **2**



If you are still unhappy after **stage 1** you move to **stage 2**.



You can ask for the Managing Director and 1 of our Non-Executive Directors to look at your complaint.



The **Managing Director** is the top boss at Highstone Housing Association.



A **Non-Executive Director** is someone who helps us to make sure we are working in the right way.



Together they will check:

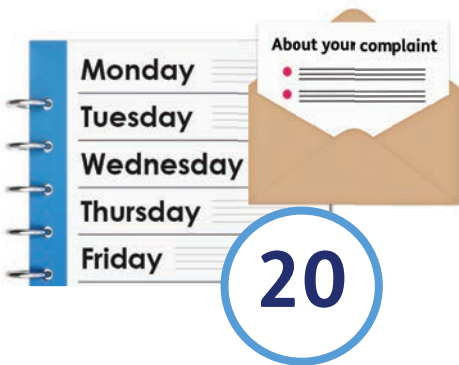
- we have looked at the complaint properly



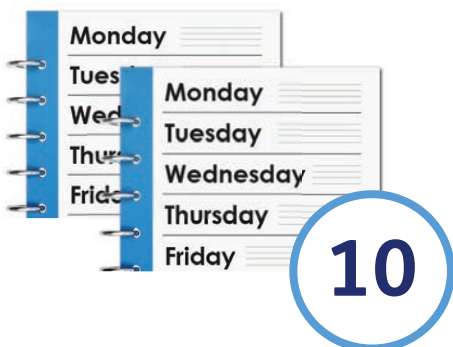
- we have been fair



- we have tried to put things right



The Managing Director will try to write to you within **20 working days**. They will let you know what has been decided.



They may need more time to look at the complaint. They can ask for **10 more days** to do this.

## Housing Ombudsman



If you are still unhappy after you have done **stages 1 and 2**, you can contact the Housing Ombudsman.

The Ombudsman will look at your complaint.



You will need to wait **8 weeks** before you contact them.

## How to contact the Housing Ombudsman



**Telephone**

**0300 111 3000**

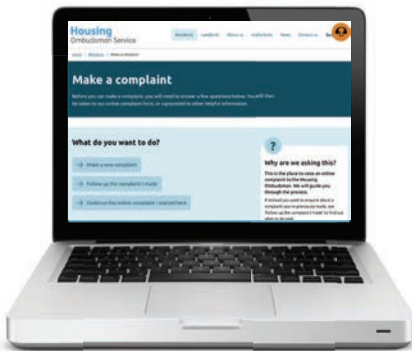


**Email**

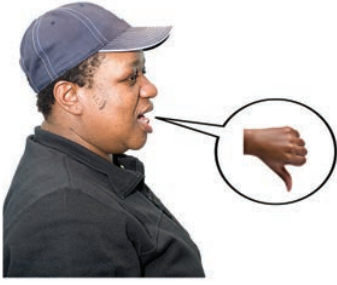
**[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**



**Write to**  
**Housing Ombudsman Service**  
**PO Box 152**  
**Liverpool**  
**L33 7WQ**



**Fill in a form on the website**  
**[www.housing-ombudsman.org.uk/  
resident/make-a-complaint/](http://www.housing-ombudsman.org.uk/resident/make-a-complaint/)**



# Highstone Housing Association Complaints Form



Your name:



Your address:



Your telephone number:



Your email address:



Tell us what you are complaining about:

A large, empty rectangular box with rounded corners and a thin blue border, intended for the user to write their complaint.



Tell us what you would like us to do to put things right:

A large, empty rounded rectangular box intended for the user to write their feedback.



**Send this form back to:**  
**Highstone Housing Association**  
**329 Wakefield Road**  
**Denby Dale**  
**Huddersfield**  
**HD8 8RX**