

7.

Complaints, appeals and compensation



beech



This document is available in other languages, larger text, Braille and on audio cd or cassette.

We aim to provide a high quality service in all aspects of our work. Occasionally though, we can get things wrong. It is important that when there are lapses in our service we identify why problems have occurred and act to learn from mistakes. By making a complaint or claiming compensation you can help us put things right, identify problems and improve what we do.

Complaints and appeals policy

The Association follows a staged procedure to address complaints and appeals about its services or activities.

The procedure aims to remedy faults within a reasonable time and ensure that complaints are recorded and monitored to help the Association to learn and continually improve from complaints and appeals that are raised.

If you have a complaint or appeal to make, you should initially contact the customer care staff at your local office. If the matter can not be resolved immediately or if the complaint/appeal has been received in writing it will be assigned to a member of staff in the local office to deal with.

Residents Groups can submit a complaint as a group as long as one address is given for responses to the complaint to be sent to.

In summary the procedure is then as follows:

Stage 1: Local response

The person or team involved with delivering the service will respond to you in writing within 14 days.

Stage 2: Central investigation

If you remain dissatisfied a senior manager will investigate the matter and write to you within a further 14 days.

Stage 3: Director's Review

If you remain dissatisfied, a Director will review the previous decisions made by staff and write to you within a further 14 days.

Stage 4: Final Appeals Panel

If you remain dissatisfied, you may appeal to the Final Appeals Panel, giving you the opportunity to present your case to at least one member of the Association's board of management. You will receive a final written response within 28 days of the Panel hearing.

If you remain dissatisfied after you have exhausted our complaints and appeals procedure you can ask the Housing Ombudsman Service to investigate the matter on your behalf.

A full copy of the Associations complaints and appeals policy and procedure is freely available from the Association's offices and website (www.adactushousing.co.uk).

Compensation policy

If the services you receive do not meet our standards we will consider paying compensation to you as follows:

Compensation for failure to carry out repairs

Under the Right to Repair you may be entitled to compensation when the Association does not complete repairs within target response times. (This only applies to repairs that are the Associations responsibility).

To qualify, the repair:

- Should be our responsibility
- Remain incomplete after being reported twice
- Affect your health, security and safety
- Cost between £25 and £300 to complete

We will pay a flat rate one-off payment of £10 plus £2 a day up to a maximum of £50 for each day the repair remains outstanding.

To claim compensation you must:

- Allow our maintenance team or contractors reasonable access to your home.
- Make your claim within one month of the completion date.
- Not have had a temporary repair which we are returning to.
- Not have received notification that we are putting back the completion date due to circumstances outside our control.

Compensation for other types of service failure

The Association will offer up to £30 in compensation where the Association has failed to:

- Respond to a complaint within the timescales set out in our complaints and appeals policy.
- Consult on a major housing management issue.

Service Charges

If you feel that we have failed to provide a service specified in your lease agreement, you can ask to be compensated the applicable amount of service charge paid.

How to apply for compensation

If you feel you are entitled to compensation please discuss this with your housing officer. Depending on the type of compensation you are entitled to, you may be asked to complete a form, and detail your inconvenience or the type of service failure you have encountered.

Getting in touch

Lãnguãgê Liñè

Head office: 01942 608715
Turner House, 56 King Street,
Leigh WN7 4LJ

West office: 01942 263630
82 Railway Road,
Leigh WN7 4AN

Other:



عربي

ARABIC

حدد اللغة التي تتحدثها .
سوف نستدعي مترجماً على الهاتف لمعاونتنا .



کوردی

KURDISH

پهتجه رابکینته بق نهو زمانه ی قسمی بیده کهیت.
ئیمه موته رجیمیک پهیدا ده که یین تا به ته له فۆن
هاوکاریمان بکات.



বাংলা

BENGALI

আপনার ভাষাটি অঙ্গুলি নির্দেশ করে দেখান।
আমাদেরকে সহায়তা করার জন্য টেলিফোনে
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর
ব্যবস্থা করব।



普通话 / 国语

MANDARIN

請指出您講的語言。
我們將請一位口譯員在電話上翻譯。



廣東話

CANTONESE

請指出您講的語言。
我們將請一位電話翻譯員
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਇਸ਼ਾਰਾ ਕਰੋ।
ਅਸੀਂ ਦੁਬਾਸੀਏ ਨੂੰ ਕਹਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫ਼ੋਨ
'ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.
Waxaan telefoonka ku heli doonaa
turjibaan na caawiya



ગુજરાતી

GUJRATI

તમારી ભાષા તરફ આંગળીથી ઇશારો કરો.
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન
પર ખોલાવીશું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجئے۔
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (اگر پڑھیں) کو بلائیں گے۔



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन
पर बुलाएंगे।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.
Chúng tôi sẽ mời một thông dịch
viên qua điện thoại giúp chúng ta.