



Dear Madam,

PEOPLE

Complaints procedure



At Venture, we aim to provide the best possible services for our customers. We accept that there will be times when this may not be the case. When this happens, we need to know about it and we will make every effort to put things right as quickly as possible.

We have appointed a Complaints Champion who will monitor complaints and make sure that any improvements we identify are carried out.

All complaints are treated in the strictest confidence and we can offer you a confidential interview at your home or at our offices, whichever you prefer.

If you would like someone to act for you such as a solicitor, the Citizens Advice Bureau, or a councillor, we will be happy to speak to them (with your permission).



How to make a complaint

We have a three-stage Complaints Procedure which is easy to use and understand.

Stage 1

Contact us with details of your complaint. You can do this:

- in person – **by visiting our offices**
- by phone – **0151 261 2100**
- by e-mail – **info@ventureha.co.uk**
- through our website – **www.vha.org.uk**
- by returning the attached tear off form – **FREEPOST.**

Our standards

- we will respond to you within two working days with a summary of your complaint, telling you the name of the investigating officer and what stage your complaint is at.
- we will respond in full within 10 working days. If we can't do this, we will write to you to explain why and also confirm when you can expect a response.

Stage 2

If you are not satisfied with our response during Stage 1, please contact us within 10 working days and tell us why you are dissatisfied.

Stage 2 complaints will be dealt with by a Director from outside the department you have complained about.

Complaints/compliments form

Please complete this and give it to a member of staff at your neighbourhood housing office or send it by post to:
Freepost RRLB-BRLA-KSYL,
Venture Housing Association Limited, Liverpool, L6 6AE .
Your views will then be passed to the manager/team responsible.
We'll treat all the information you provide in the strictest confidence.

Name:

Address:

Telephone:

Please state your complaint/compliment below (please write a letter if there is not enough space on this form for your complaint/compliment):

What is your complaint/compliment regarding?

If you are making a complaint what is it that you are not happy about?

What would you like us to do to put it right?

Is this the first time you have made a formal complaint regarding this issue?

Yes No

If you have reported this before, who did you report it to?

What happened as a result?

Signature:

Date:

Equality and diversity monitoring

You don't have to complete this form, but it will help us improve our services if you do.

Your gender (sex) and age

Which sex are you?

Male Female Transgender

Date of birth (dd/mm/yyyy): _____ / _____ / _____

What sort of relationship are you in?

Single Widowed Divorced/separated

Married In a co-habiting couple In a civil partnership

Prefer not to say Other: _____

What is your ethnic group?

Choose one section from A to F and tick the box that shows your cultural background.

A: White

British Irish Other, please specify: _____

B: Mixed

White & Black Caribbean White & Black African White & Asian

Other, please specify: _____

C: Asian or Asian British

Indian Pakistani Bangladeshi Other, please specify: _____

D: Black or Black British

Caribbean African Other, please specify: _____

E: Chinese or other ethnic group

Chinese Other, please specify: _____

F: Romany, Gypsy or Traveller

Romany Gypsy Traveller Other, please specify: _____

What is your religion or belief?

No religion Christian Buddhist Muslim

Hindu Jewish Sikh Prefer not to say

Other, please specify: _____

Are you disabled?

If yes, please tick one or more of the boxes below to tell us what your disability is. You are disabled if you have a mental or physical impairment, this affects your ability to carry out normal day-to-day activities and the effects are long term (meaning they have lasted or are likely to last at least 12 months).

Wheelchair user Physical disability Restricted mobility

Housebound Hearing impairment Sight impairment

Learning disability Mental disability

Other, please specify: _____

What is your sexual orientation?

Heterosexual Gay Lesbian Bisexual Prefer not to say

Communication

Is English the language you prefer to use? Yes No

If no, what language should we use when communicating with you?

Punjabi Indian Bengali Cantonese Mandarin

German French Zulu Spanish Tamil

Italian Turkish Chinese Hindi Urdu

British Sign Language Other, please specify: _____

Alternative formats

Would you prefer to receive information from us in another format? If yes, please state which you would prefer:

Braille Audio CD Large print

Other, please specify:

Stage 3

If you are not satisfied with our response during Stage 2, please contact us within 10 working days with details of why you are dissatisfied.

Stage 3 complaints will be dealt with by a Complaints Panel. Members of the panel will include the Chief Executive or Deputy Chief Executive and at least three members of the Board of the Association, including at least one Tenant Board Member.



Our standards

- we will respond to you within two working days telling you what stage your complaint is at.
- we will respond in full within 10 working days.

If the Complaints Panel cannot meet within this timescale, we will write to you to explain why, and to confirm when you can expect a response.

In the unlikely event that you remain dissatisfied after using all three stages, or if you disagree with the outcome of the investigation, you may wish to contact the Independent Housing Ombudsman.

Service standards

- we will acknowledge your complaint within two working days and provide a summary of your complaint; the name of the investigating officer and confirm what stage your complaint is at
- we will respond in full within 10 working days at each stage. If we are unable to meet this deadline for reasons outside of our control we will write to tell you why and to confirm when you can expect a full response
- we will publish our complaints policy and procedure in newsletters, the tenants handbook, annual reports, and on our website
- we will make the process easy to use by accepting complaints by telephone, letter, e-mail or in person
- we will welcome customer complaints and learn lessons from them
- we will use plain language to make sure our complaints process is easy to understand
- we will translate information (for those whose first language isn't English) and promote this service in leaflets
- we will provide information in a range of formats including Braille and audio recording (on request)
- we will visit you at home if you can't come to us for any reason
- we will offer confidential advice on how to make a complaint
- we will keep you informed of progress at all stages of the Complaints Procedure
- we will provide you with contact details for the Housing Ombudsman and Tenant Services Authority.

Independent Housing Ombudsman

The Independent Housing Ombudsman can be contacted at:

The Independent Housing Ombudsman

81 Aldwych

London

WC2B 4H

Tel: **020 7421 3800**

Fax: **020 7831 1942**

Lo-call: **0845 7125 973**

Email: **info@housing-ombudsman.org.uk**

Website: **www.ihos.org.uk**

Anyone wishing to access the Independent Housing Ombudsman Service must first have completed all three stages of our Complaints Procedure.





Tenant Services Authority (TSA)

The TSA will deal with complaints which involve an allegation that our organisation or our staff are deliberately acting in a way that can be seen as serious mismanagement or fraud. They can be contacted at:

Tenant Services Authority

Enquiries Team

1 Park Lane

Leeds

LS3 1EP

Tel: **0845 230 7000**

Fax: **0113 233 7101**

Email: **enquiries@tsa.gsx.gov.uk**

Website: **www.tenantservicesauthority.org**

Translation, braille, audio tape and large print available on request



0151 261 2100

ستترجم عند الطلب

ব্রাধ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে

若有需要時將會翻譯成中文。

अनुसोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

Marka la sooda codsado ayaa laturjumi doona.

Si vous voudriez cette information dans une autre langue, ou dans un autre format tel que Braille ou grande copie svp contactez-nous sur **0151 261 2100**.

Si usted quisiera esta información en otra lengua, o en otro formato tal como Braille o ampliación de foto por favor éntrenos en contacto con en **0151 261 2100**.

Se você gostar desta informação em uma outra língua, ou em um outro formato tal como Braille ou a cópia grande por favor contate-nos em **0151 261 2100**.

Jesli Chcialbys otrzymac ta informacje w innym jezyku lub formacie np. jezyku Braille/teks napisany duza czcionka. Zadzwon pod numer **0151 261 2100**.

Contact details

Venture Housing Association Limited, Venture House
212H Boaler Street, Liverpool L6 6AE

Tenant helpline: **0151 261 2100** (Lines are open Monday to Friday, 9am to 5pm)

www.vha.org.uk Email: **info@ventureha.co.uk**

Please note, if you call our helpline outside these hours a trained operator will offer advice and take a message which will be passed on to the Venture team on the next working day.

Repairs hotline: **0151 261 2199**

Rent payment helpline: **0800 389 4438**