



Customer Care and Access



**west
north
west**
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • ཁོ་ལྷན་ཁྲིམས་ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

العربية / Arabic

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

中文 / Cantonese

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

فارسی / Farsi

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

كوردی / Kurdish

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورە یاخود بە بریل (شینۆازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەرهی ناوچەکەتەوه (نییبەرهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆپرابی ئەو کارەت بۆ دەکەن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far Indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ነዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤት-ጽሕፈት ደውለሎም፣ ነዚ ብነጻ ክገብሩልኻ ኢዮም።

اردو / Urdu

اگر آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے نمبر بڈ ہاؤسنگ آفس سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔

Service standards

We will deal with all enquires quickly, politely and effectively and assure the quality of our service by meeting the following standards:

- ensure customer satisfaction with access to our services;
- deal with all customers politely and with courtesy;
- deal with enquiries first time at the first point of contact;
- answer calls within 20 seconds;
- deal with face to face enquiries within 15 minutes of entering a One Stop Centre;
- acknowledge letters and electronic enquiries within one working day;
- respond fully to letters and electronic enquiries within 10 working days;
- ensure our services meet mystery shopping standards.

We understand that a high quality customer service is important to our customers and we are committed to putting customers first. We will work closely with you, our customers, and our partners to ensure that our service delivery maintains a strong customer focus and is based on your needs.

What you can expect from us

When calling us we promise to:

- have staff that are well informed and trained to provide an efficient service;
- listen to our customers and meet their needs where appropriate;
- respect the privacy of our customers and treat all enquiries in a confidential manner;
- offer translation, interpretation and British Sign Language services as, and when necessary.

When you visit our offices we promise to:

- have our opening times clearly displayed;
- have our Service Standards and relevant information displayed;
- ensure our offices are kept clean and tidy;
- provide you with appropriate information and leaflets when requested;
- provide appointments and interview rooms for you when you want to speak to us in confidence;
- ensure that all our offices are accessible to all our customers.

When we visit you we promise to:

- always carry official identification, present ourselves in a professional manner and treat you with courtesy and respect;
- give you a choice of appointments to suit your needs where appropriate;
- leave a calling card with our contact details if our visit was unsuccessful;
- offer translation, interpretation and British Sign Language services as and when necessary.

What we will measure and report to you:

- the average time taken to answer your telephone call;
- the average number of telephone calls that we receive on a monthly basis;
- the percentage of customers that are satisfied with the service we offer;
- the number of complaints we receive and respond to within the 10 day target.

When things go wrong

Our aim is to get things right for our customers, first time every time and we welcome your opinion about our services. We are committed to analysing complaints, getting to the root cause of problems, improving our systems and processes to make sure things will not go wrong again.

We will:

- make it easy to submit a complaint;
- treat each complaint properly, investigate it fully and take action to put things right;
- acknowledge complaints within 1 working day of receiving them;
- investigate, resolve and respond to all complaints within 10 working days of receipt.

How do I make a complaint?

Complaints can be made:

- in person at any of our Neighbourhood Housing Offices or Council One Stop Centres
- to any member of our staff
- by telephoning or writing to West North West Homes
- by completing the 'Comments, Compliments and Complaints form' and sending it to West North West Homes
- via our website or by email

We will try to sort the problem out straight away and we encourage complaints to be reported as soon as possible. We believe that most problems can be sorted out by a raising the issue with a member of staff and we encourage you to do this.

What if I am not happy with the response I get?

Our complaints process has 3 stages and you have the right to have your concerns dealt with as a complaint immediately.

At stage 1 we will acknowledge the complaint straight away and we will let you know the name of the team who will be dealing with the problem. A team member will make every effort to meet with you or speak to you personally. They will investigate the complaint fully and make sure all the issues are dealt with to your satisfaction. We will send you a response confirming the outcome of the investigations and the actions we have agreed with you to resolve the complaint. If you are not satisfied with the outcome, you have the right to raise the matter to stage 2 of our process.

At stage 2 we will again acknowledge the complaint immediately and we will allocate another person to investigate the matter, normally a manager. Our principle is that a fresh pair of eyes should always re-investigate the complaint without prejudice. The person investigating will make every effort to speak to you to make sure we clearly understand the problem. We will investigate all the issues and we will write to you to let you know the outcome. If this fails to resolve the matter to your satisfaction, you have the right to raise the matter to stage 3 of the process.

At stage 3 your complaint will be adjudicated by an independent panel made up of tenants or leaseholders. The panel will review the case fully, consider all evidence and the actions taken by WNWHL. You have the right to attend the panel meeting to make your case personally. At the conclusion the panel will reach a decision which WNWHL will abide to.

What if I am still not satisfied?

If you are still not satisfied with the outcome you have the right to take your complaint to the Local Government Ombudsman, an independent body, who will investigate your complaint and make a decision. They can be contacted at:

Local Government Ombudsman, PO Box 4771,
Coventry CV4 0EH

Telephone: 0300 061 0614 Text: 0762 480 4299

Email: advice@lgo.org.uk

If you wish to contact us, please do so by visiting us at:

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113*
or Minicom: 0845 127 1113

*standard charges apply when calling from a mobile



Email us on:

wnwhl.enquiries@wnwhl.org.uk

www.wnwhl.org.uk



Visit us at:

Neighbourhood Housing
Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower
Wortley Road, Leeds LS12 4PX



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