



Comments, Compliments and Complaints Form



**west
north
west**
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • ភាសាខ្មែរ • 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.

Cantonese / 中文

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.

Kurdish / كوردی

ئەگەر دەتەویت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی بیتی گەورە یاخود بە بریل (شینوازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەرەیی ناوچەکەتەووە (نییبەرھوود ھاوژین ئۆفیس) بکە و ئەوان بە خۆپراییی 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 ብጅንጅኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነው-ራን ጽሑፍ) እንተ-ደለኻ፡ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤት-ጽሕፈት ደውላሎም፡ ነዚ ብነጻ ክገብሩልኻ ኢዮም።

Urdu / اردو

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

We are committed to giving you the best possible service at all times. Our service standards define the quality of service you should expect from us. Our service standards are widely available and can be found in your tenant handbook, in leaflets available in all our housing offices and on our website.

We would like to hear from you if:

- you have a suggestion on how we can improve our services;
- you have received a particularly good service;
- you are unhappy about a service you have received from us;
- you feel you have been treated inappropriately.

You can contact us in person, by phone, by email, via our website or by completing and returning this form.

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, except for Stage 3 complaints, which are normally dealt with within 20 working days.

How do I make a complaint

Complaints can be made:

- In person at any of our housing offices or council one stop centres.
- To any member of our staff.
- By telephoning or writing to West North West Homes.
- By completing this 'Comments, Compliments and Complaints form' and sending it to West North West Homes.

West North West Homes Leeds, Freepost, RRJX-TUHK-JKAA, Westfield Chambers, Lower Wortley Road, LEEDS, LS12 4PX.

- Via our website or by email.

www.wnwhl.org.uk / wnwhl.complaints@wnwhl.org.uk

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 raising the issue with a member of staff and we encourage you to do this.

We will seek to rectify problems quickly and to your satisfaction, putting matters right straight away.

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

Our complaints process has 3 stages.

At stage 1 we will treat your complaint seriously and appoint a named person to investigate. You will be speedily contacted by the investigating officer who will make sure that the complaint is investigated fully and that all the issues are dealt with. We will keep you up to date with progress and will confirm the agreed outcomes with you.

If we are unable to resolve the complaint satisfactorily, you do have the right to escalate the matter to **stage 2** of the complaint process. We will allocate another person to investigate the matter, normally a manager. Our principle is that a fresh pair of eyes should re-investigate the complaint without prejudice. The investigator will contact you quickly, keep you fully informed of progress and inform you of the outcome.

Our complaints process is designed to ensure problems are resolved openly and honestly. However if you remain dissatisfied you do 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 West North West Homes Leeds. You have the right to attend the panel meeting to make your case personally. At the conclusion the panel will reach a decision which West North West Homes Leeds 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: 'Call back' to 0762 480 3014

Email: advice@log.org.uk

How to complete this form

- Hand it in at any of our Neighbourhood Housing Offices or council One Stop Centres.
- Hand it in to any member of our staff.

Please make your comment, compliment or complaint by completing this form. Send it to Freepost RRJX-TUHK-JKAA, West North West Homes Leeds, Westfield Chambers, Lower Wortley Road, Leeds LS12 4PX

(Additional forms are available at your local neighbourhood housing office)

Title: Mr / Mrs / Miss /Ms / Other (please circle)

First name:

Last name:

Address:

Postcode:

Telephone:

Mobile:

Email:

Do you wish to make a:

comment

compliment

complaint

What do you want to say to us?

(Please use this section to give us details such as dates, names etc)

What do you think we can do to improve our service?

I have attached: a letter other

Is your complaint about a case of discrimination?

yes no

Is your complaint about an incident of harassment?

yes no

If yes, what kind of harassment motivated the incident?

racial.....

sexual.....

homophobic, biphobic or transphobic.....

disability related.....

I do not wish to answer any of these questions.

Signature:

Date:

--	--	--	--	--	--

NOTES

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

One Stop Centres

Aireborough, Micklefield House, New Road Side, Rawdon
LS19 6DF

Armley, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Otley, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey, Town Hall, Robin Lane, Leeds LS28 7BL

Neighbourhood Housing Offices

Bramley, 202 Town Street, Bramley, Leeds LS13 2EP

Horsforth, The Green, Town Street, Leeds LS18 5JB

Kirkstall, 45 Kirkstall Lane, Kirkstall, Leeds LS5 3BE

Little London, Oatland Drive, Little London, Leeds LS7 1SH

Wortley, 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

