

**One Housing**



# Putting things right

How to raise a concern

[onehousing.co.uk](http://onehousing.co.uk)

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## Putting things right

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**We aim to provide you with the best service but we recognise that sometimes things can go wrong. If this happens, we want to hear from you so that we can make sure we put things right as soon as possible and improve the way we deliver services to all of our customers.**

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### **Step 1 – Raising your concern with us**

You can raise a concern with us online, by phone, or by filling in and sending us the form at the bottom of this leaflet.

We will appoint a dedicated resolutions officer to look into it and aim to respond to you within three working days. We will do all we can to agree a resolution informally.

There are, however, instances where, because of the nature of the issue involved, it's appropriate to treat it as a formal complaint from the outset.

### **Step 2 – Formal complaint**

If you are unhappy with the outcome of our initial informal investigation, or if it isn't appropriate to deal with your concern informally because of the nature of what it relates to, we will treat it as a formal complaint and write to you to let you know.

We will assess your complaint and assign it to the most appropriate service manager, who will aim to respond to you within 15 working days. If this is not possible, we will let you know why and agree a new timescale with you.

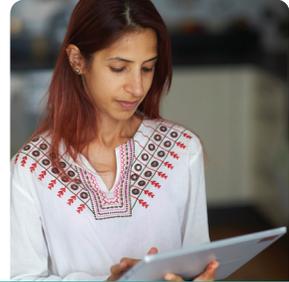
We may contact you if we need any additional information about your complaint throughout our investigation.

### **Step 3 – If you remain dissatisfied**

We will always do what we can to achieve a satisfactory resolution to your complaint.

However, if you are not happy with our final decision, you can ask any of the following to look at your case. They can help resolve the complaint with us or refer it to the Housing Ombudsman Service.

- A Member of Parliament (MP)
- A Local Councillor



- A designated Tenant Panel where one exists.

You can find contact details for local MPs and Councillors on [www.writetothem.com](http://www.writetothem.com)

### Housing Ombudsman Service

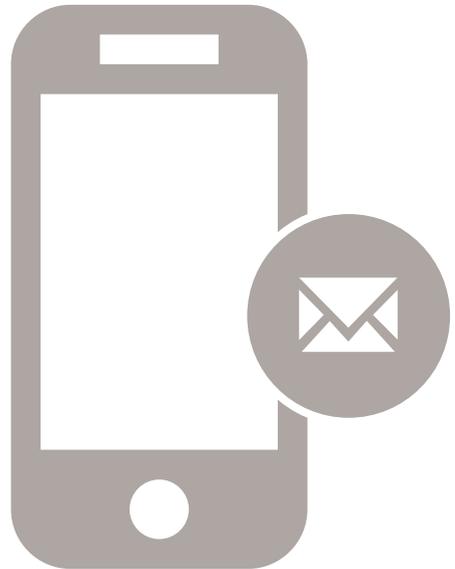
You can also self-refer your complaint to the Housing Ombudsman Service ([www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) or 0300 111 3000) eight weeks after you receive our final response.

Even if you decide to refer your complaint to the Housing Ombudsman, we would still be very happy to continue to try and resolve your complaint in the meantime.

The Housing Ombudsman does not consider all complaints and you may need to refer your complaint to another body.

Complaints about care services should be referred to the Local

Government & Social Care Ombudsman (LGO) ([www.lgo.org.uk](http://www.lgo.org.uk); 0300 061 0614); or to the Care Quality Commission [www.cqc.org.uk](http://www.cqc.org.uk) or 0300 061 6161).



## Help us to put things right

Your name: .....

Address: .....

..... Postcode: .....

Daytime phone number: .....

Mobile: .....

Email: .....

How would you like us to contact you?

**Phone** [ ] **Email** [ ] **Letter** [ ]

Tell us about your concern/complaint. Please give as much detail as you can to help us understand the issue.

Please continue on a separate sheet if necessary, but ensure that you include your name and address.

# Putting things right

Have you already spoken with us? **Yes** [  ] **No** [  ]

If yes, please give more detail, if possible, including who you spoke to, when and what happened:

Please continue on a separate sheet if necessary, but ensure that you include your name and address.

To help us come up with a solution that works for you, please tell us what would you like us to do to resolve your concern/complaint.

Please continue on a separate sheet if necessary, but ensure that you include your name and address.

Will someone be acting on your behalf? **Yes** [  ] **No** [  ]

If yes, please give their name and contact details below

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Signed: .....

Date: .....

If you have any evidence to support your concern, please enclose it with the form.

For more information about how we use, store and protect your personal data, please read our privacy notice on our website.

**You can return this form by handing it in at or posting it to:**  
Atelier House, 64 Pratt Street, London, NW1 0DL.

## Contact details

**Call us on: 0300 123 9966**

[ask@onehousing.co.uk](mailto:ask@onehousing.co.uk)  
[onehousing.co.uk](http://onehousing.co.uk)

### **One Housing**

Atelier House,  
64 Pratt Street,  
London NW1 0DL

We're here Monday to Friday, 9am-5pm.

We want to make the information we provide accessible to all our customers. If you need this document in an alternative format (e.g. **large print** or audio disc), please contact us on **0300 123 9966** or [ask@onehousing.co.uk](mailto:ask@onehousing.co.uk) and we will take reasonable steps to arrange this for you.

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