



Complaints,  
compliments  
and comments

**We are committed to providing fair opportunity to access information.**

**If you would like information in another language or format such as Braille, audio or large print, please call the number below.**

**Arabic** نحن ملتزمون بتوفير فرصة عادلة للجميع للحصول على المعلومات. إذا كنت تريد معلومات بلغة أخرى أو شكل آخر مثل لغة برييل أو تسجيل صوتي أو خط كبير فيرجى الاتصال بالرقم المبين أدناه.

**Bengali** তথ্য পাওয়ার ক্ষেত্রে সমান সুযোগ দিতে আমরা প্রতিশ্রুতিবদ্ধ। যদি আপনি অন্য কোনো ভাষায় বা ফরম্যাটে তথ্য পেতে চান যেমন ব্রেইল, অডিও বা বড় ছাপার অক্ষরে, তাহলে অনুগ্রহ করে নিচের নম্বরে ফোন করুন।

**Chinese** 我們致力於提供公平獲取信息的機會。如果您希望其它語言或格式的信息，如布萊葉盲文點字，音頻或大字印刷，請撥打如下號碼。

**Hindi** हम जानकारी की उपलब्धता के लिए उचित अवसर प्रदान करने के लिए प्रतिबद्ध हैं. यदि आप किसी अन्य भाषा या संरूप जैसे ब्रेल, ऑडियो या बड़े प्रिंट, के बारे में जानकारी प्राप्त करना चाहते हैं तो कृपया निम्नलिखित फ़ोन नंबर पर कॉल करें.

**Polish** Naszym obowiązkiem jest zapewnienie wszystkim równych szans w dostępie do informacji. Osoby pragnące otrzymywać informacje w innym języku lub napisane pismem Braille' bądź w formacie dźwiękowym lub wydrukowane dużą czcionką, prosimy zadzwonić pod poniższy numer.

**Punjabi** ਅਸੀਂ ਹਰ ਕਿਸੇ ਨੂੰ ਜਾਣਕਾਰੀ ਹਾਸਲ ਕਰਨ ਦਾ ਝੁੱਕਵਾਂ ਮੌਕਾ ਮੁਹੱਈਆ ਕਰਵਾਉਣ ਲਈ ਵਚਨਬੱਧ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੌਰਮੈਟ ਜਿਵੇਂ ਬਰੇਲ, ਆਡੀਓ ਜਾਂ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਜਾਣਕਾਰੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਨੰਬਰ ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

**Urdu** ہم معلومات تک رسائی کی خاطر مساوی مواقع فراہم کرنے کے لئے پابند عہد ہیں۔ اگر آپ کو یہ معلومات دیگر زبانوں یا شکلوں میں درکار ہیں مثال کے طور پر بریل، آڈیو یا بڑے حروف میں طباعت کی شکل میں تو، براہ کرم درج ذیل نمبر پر کال کریں۔



**0800 587 0001**



## Complaints, compliments and comments

Complaints, compliments and comments are important to Cestria Community Housing and we treat them all seriously. The information gathered from complaints, compliments and comments is monitored closely and helps us ensure improvements are made to the services we provide.

When you tell us we have done something well by making a compliment or comment, we use the information to see how we can share good practice.

Your views are very important to us. You can help us to get things right and improve services by telling us about:

- Anything we are doing well.
- Anything we have failed to do.
- Anything we have done badly.

The rest of this leaflet advises you of the different ways in which you can give us your views.





## How do I contact Cestria Community Housing?

If you would like to tell us about a complaint, compliment or a comment, you can contact us:

- In writing
- By telephone
- By e-mail
- In person
- Via our website at **[www.cestria.org](http://www.cestria.org)**

Alternatively, you can complete and return the attached form.

## Complaints

At Cestria Community Housing, we aim to provide excellent services to fully meet the needs of all of our tenants, as well as anyone else who may be affected by the things we do as an organisation. Despite our best efforts, there may be times when you are dissatisfied about the service or information you have received and you may wish to make a complaint.

A complaint should usually be made within 28 days of its cause and we will deal with it on the day we receive it. We will acknowledge receipt within three working days and aim to formally respond to your complaint within ten working days.

If you make a complaint, we will make every effort to reach a satisfactory resolution for you at the first point of contact with Cestria Community Housing. However, if you feel that your complaint has not been resolved at this point, then please telephone us or arrange an appointment with your housing officer who will take details of your complaint. It will then be passed to the right person to deal with the issues raised. Alternatively, you can complete the attached form and return it to us.

## **How will my complaint be dealt with?**

If your complaint cannot be resolved at the first point of contact, the following procedure will be followed:

- **Stage One – Service Manager**

If the complaint cannot be resolved by our frontline staff then the complainant can request that the matter be referred to the relevant Service Manager.

- **Stage Two - Director**

If the complaint cannot be resolved at Stage One, then the complainant can request that the matter is referred to the relevant Director.

- **Stage Three – Board Review**

If the complaint cannot be resolved at Stage Two, then the complainant can request that the matter is referred for a 'Board Review'.



If the claimant requests a Board Review, arrangements will be made for a panel of at least three members of the Board of Cestria Community Housing to consider the complaint, with the complainant and/or their representatives presenting their case in person to at least one member of the panel.

### **Is there anyone I can turn to if I'm not happy?**

If you feel at any stage of your complaint that you need to take legal advice, you should contact your local Citizen's Advice Bureau, law centre, or a solicitor.

If you are still unhappy with the response that Cestria Community Housing has provided after you have gone through all of the above stages, you can contact the Housing Ombudsman who will investigate complaints made against Housing Associations.



The contact details for the Housing Ombudsman are:

Telephone: **0300 111 3000**

Website: **[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

Email: **[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**

Address: **Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN**

The Ombudsman will only investigate your complaint if it has already been dealt with by Cestria Community Housing's Review Panel.

## What will happen if my complaint is upheld?

You will receive an apology and action will be taken to put things right for you to ensure that any actions needed are carried out.

If the complaint is not upheld, you will be told the reason for this decision being reached.

## Unreasonable and persistent complaints

Although these cases are rare, there may be occasions where Cestria Community Housing will not be able to deal with a complaint, such as where the complaint is felt to be unreasonable or complaints are persistently made when investigations have been exhausted.

The decision on whether a complaint fits into this category will be made by an appropriate Director.

## Compliments

Compliments are important to us as they show where we are getting things right and recognise the hard work of people working to provide excellent services for you at Cestria Community Housing.

## How do I give a compliment?

You can give a compliment in the same way you can make a complaint.



## What happens with a compliment?

Any compliments we receive are shared with the officers or teams that have received the compliment and recognition is given by the managers responsible for their service.



## Comments

Comments provide us with valuable input from our tenants. They can give us new ideas to improve services and show where we are getting things right so that we can share good practice with others.

## What happens with any comments?

Any comments we receive are given to the manager responsible for the service and we will let you know if any changes have been made as a result of your comment.

## Service improvement

An important part of complaints, compliments and comments is monitoring the information we receive. We use this information to identify service improvements and to ensure any improvements are implemented.

We contact a number of people who have made complaints by telephone or by sending out a questionnaire to ensure that our process is effective and stays relevant to your needs.

## Tenant Services Authority

The Tenant Services Authority (TSA) is the independent regulator for affordable housing in England who work with landlords and tenants to improve the standard of service for tenants and residents.

If you wish to contact the TSA about improving services and standards, please contact their Customer Services Team on 0845 230 7000. Lines are open from 8.30am until 5.00pm Monday to Friday or you can e-mail them at [enquiries@tsa.gsx.gov.uk](mailto:enquiries@tsa.gsx.gov.uk)

# Complaints, Compliments or Comments Form

(Please complete using a ballpoint pen)

Title:  Mr  Mrs  Miss  Other (please state)

Name: .....

Address: .....

Postcode: .....

Telephone:

Email: .....

This is a  Complaint  Compliment  Comment

If a complaint, has this matter been reported previously?

Yes  No

If yes, please provide the date reported and the name of the person who dealt with the matter (if known).

Date reported: .....

Name of person: .....

Subject of complaint, compliment or comment:

.....

.....

Continued overleaf

Please detach here





# Equal Opportunities Monitoring Form

We would appreciate it if you could answer all of the questions on the form. However, If there are any questions that you feel uncomfortable with and would prefer not to answer then you need not complete them. All your answers will be kept strictly confidential and no information will be

## 1. Age

- 16-24       25-34       35-44       45-54  
 55-59       60-64       65-74       75-84  
 85+

## 2. Is your gender identity the same as the one you were assigned at birth?

- Yes       No       Prefer not to say

## 3. Gender

- Male       Female

## 4. Sexuality

- Bisexual       Gay man  
 Gay woman/lesbian       Heterosexual (straight)  
 Other       Prefer not to say

## 5. Do you consider yourself to have a disability or a long term health condition which affects your work?

*Disability Discrimination Act (DDA) 1995*

*The DDA defines a 'disabled person' as a person with 'physical or mental impairment which has a substantial and long term effect on his/her ability to carry out normal day to day activities' and includes a wide range of medical conditions.*

- Yes       No      If yes, please give further details

.....  
.....



## 6. What is your religion?

- |   |  |
|---|--|
| <input type="checkbox"/> None                           | <input type="checkbox"/> Judaism           |
| <input type="checkbox"/> Christian (all denominations)  | <input type="checkbox"/> Muslim            |
| <input type="checkbox"/> Buddhist                       | <input type="checkbox"/> Sikh              |
| <input type="checkbox"/> Hindu                          | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Any other (please state) ..... |  |

## 7. To which of these groups do you consider yourself to belong to?

### White

- British       Irish
- Any other White background (please state)
- .....

### Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background (please state)
- .....

### Asian or Asian British

- Indian       Pakistani       Bangladeshi
- Chinese
- Any other Asian background (please state)
- .....

### Black or Black British

- Caribbean       African
- Any other Black background (please state)
- .....

**Other** (please state) .....

*Please return this form to the address on the back of this leaflet.*



# How to contact us

## **Cestria Community Housing**

Bowes Offices  
Lambton Park  
Chester-le-Street  
DH3 4AN  
Tel: 0191 385 1900  
[www.cestria.org](http://www.cestria.org)  
[enquiries@cestria.org](mailto:enquiries@cestria.org)

### **Opening Times**

Monday-Thursday 8.30am - 5.00pm

Friday 8.30am - 4.30pm

### **One Stop Shop**

166 Front Street  
Chester-le-Street  
DH3 3AZ

Tel: 0191 385 1944

### **Opening Times**

Monday-Thursday 9.00am - 5.00pm

Friday 9.00am - 4.30pm

