

We value all types of customer feedback

We encourage your comments and suggestions to help us review and improve our services. To tell us what you think, you can use the simple form on our website:

<http://selfserve.northamptonpartnershiphomes.org.uk/customer-feedback/>

Compliments & comments

If we have impressed you by providing a good service, or completing a job well, please let us know. We always make sure that your compliment gets back to the individual or team concerned. Compliments let us know that we are doing a great job and help us to understand the things that matter to you.

Request for service

If you wish to request a service, you can access a number of services on our website. If you are not sure who to contact, you can call us on 0300 330 7003 and we will make sure that your request gets to the right person.



Complaints & Data Governance
Northampton Partnership Homes
The Guildhall
St Giles Square
Northampton

Phone: 0300 330 7003

Email: customerfeedback@northamptonpartnershiphomes.org.uk

Website:

www.northamptonpartnershiphomes.org.uk

Northampton Partnership Homes

Complaints and Feedback Policy



We value customer feedback

Our complaints process



Who can complain?

Any tenant, leaseholder, applicant on the housing register or anybody else who receives a service from NPH can make a complaint. This includes anyone acting on behalf of a tenant or customer.

If you are a tenant or a leaseholder, if we do not resolve your complaint to your satisfaction, you can use all stages of the complaints process.

If you are not a tenant or leaseholder, you can use this complaints process, but it will finish at Stage 2.

You must make your complaint within six months of first becoming dissatisfied with an NPH service otherwise we will not be able to investigate your complaint.

We aim to provide high quality services to our tenants and customers but we recognise that sometimes things go wrong and we need to respond speedily to put them right.

Please let us know if you have any problems with our service and we will try to get it sorted quickly. Where we are not able to resolve the problem when it first occurs, you can use the complaints process. You can complain via our website, call centre, by email, in writing or in person. Our complaints process has several stages:

Stage 1 — Quick resolution

A formal complaint is made and reviewed by the relevant **service manager**. A response is made within 10 working days. We aim to resolve as many complaints as possible at this stage.

Stage 2 — Formal investigation

A Stage 2 complaint is investigated by the relevant **Head of Service** and a response is made within 10 working days.

Stage 3 — Formal review

The **Complaints Panel** reviews your complaint. A hearing will be held within 20 working days and a response made within 10 working days. The Panel is made up of three people: Tenants Complaints Panel representative, an Executive Officer and an NPH Board member. This part of the process is only open to tenants and leaseholders.

The following two stages are outside NPH's formal complaints process:

Where a tenant or leaseholder exhausts the NPH complaints process and you do not consider it resolved, you can either:

- Refer the matter to a **designated person**, which can be an NPH recognised Tenant Complaints Panel member, a local MP or local councillor, or
- Wait 8 weeks after Stage 3 and refer the matter directly to the **Housing Ombudsman**. The Housing Ombudsman will only review complaints once they have been through NPH's formal complaints process.

Requests to escalate complaints between stages

If you are not satisfied with the response you receive at either Stage 1 or Stage 2 of our complaints process, you can request that your complaint is escalated to the next stage. Escalation of a complaint is not automatic and will depend on the reasons you put forward for wanting your complaint reviewed.

For further information and advice visit our website, call 0300 330 7003 or e-mail: customerfeedback@northamptonpartnershiphomes.org.uk

