

Your guide

How to make a Complaint



We aim to provide a high quality effective and sensitive service to our customers. We realise, however, that sometimes our service may not be as good as we want it to be. We welcome complaints because only by letting us know if you think you have been treated unfairly or received poor service can we put things right and improve our future performance.

We treat complaints in the strictest confidence.

This leaflet tells you who can complain, who you can complain to, how long it will take to get a reply, and whether you can receive any compensation

Who can complain?

Anyone who receives or is affected by a service provided by LifeTime or someone working on our behalf.



Where to complain

If you have a complaint about us or the service you have received please let us know as soon as possible by completing a Complaint Form and returning it to our offices, by email, on-line via our website or fax. If you live in a WHA scheme with a scheme manager, you can hand it to them.

Dealing with complaints at source

Whenever a complaint is made it will be passed to the person best able to resolve your complaint. They will try to respond and deal with your complaint informally within five working days. If you are not happy with the response or outcome you can ask for your complaint to be reviewed by the relevant service manager/Director using the standard complaints form.

Stage one – Manager/Director Review

An unresolved complaint will be referred to the relevant service manager or director who will reply with a full response within five working days, they should address all points raised and notify you of any action that has been undertaken as a result. If it will take longer than five working days to respond we will acknowledge the complaint and inform you that you will receive a full response within 28 days.

Stage two – Chief Executive Review

If you do not feel that your complaint has been dealt with satisfactorily so far you should tell us that you would like to advance your complaint to Stage two of the process, explaining the reasons why. This must be done within 28 days of the date of the stage one response letter. The complaint will be dealt with by the Chief Executive who will fully investigate the complaint. A full response will be sent within five working days, addressing all the points raised and notifying you of any action that has been undertaken as a result. If it will take longer than five working days to respond we will write to you and inform you that you will receive a full response within 28 days.

Stage three – Complaints Appeal Panel Review

If you still do not feel that the complaint has been dealt with satisfactorily you can request that it is advanced to Stage three, explaining why you are dissatisfied. This must be done

within 28 days of the date of the stage two response letter. At this stage it is necessary for the complaint to be in writing with a full explanation of why you wish to move to the next stage. Stage three gives you the opportunity of a final and personal hearing with our panel who will review how the complaint has been dealt with. The panel consists of at least two members, made up of tenants and Board members.

The panel will be convened within 28 days of a request to advance a complaint to Stage three.

Once this hearing has taken place a final response confirming the outcome of the Complaints Appeals Panel will be sent to you within five working days.

The Appeals Panel is the final stage of our internal Complaints Procedure.

Designated Person

Once our internal procedure is completed, and if you are not satisfied with the response from the Complaints Appeal Panel you they can approach a 'designated person', who is either your local Councillor or MP.

Designated Persons can liaise with us on behalf of you to try to resolve your complaint.

Mediation

We can arrange for an independent person to mediate if both sides feel that this will be an effective way of sorting out any agreement.

Compensation

We will compensate anyone who has lost money due to us not providing a service or breaking an agreement.

To claim compensation, you should send full details to the LifeTime Director.

Monitoring complaints

We record and analyse all complaints we receive. By monitoring complaints, we can identify problems quickly and sort them out so we can improve our service.

As well as monitoring complaints, we also monitor compliments and welcome favourable comments about our service

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