

TO MAKE A COMPLAINT OR A COMPLIMENT



CORRECTING OUR MISTAKES: WE WILL

listen to you, **show empathy** and **act quickly**

welcome your complaints as a reminder that **you are the best judge** of our standards

make sure you all **know how** to make a complaint

check our complaints process is **clear** and **easy to follow**

where appropriate, try to **resolve problems** as a **service request** - it's less effort for you and you will usually get a faster result

acknowledge all complaints within **five working days**

follow our complaints policy as a general guide to **how quickly** we need to act on each complaint

involve the **people best placed to help** with your complaint, for example the relevant contractor or staff member

tell you when we will be in touch with you throughout the process and do just that

make sure we **do what we say** we will do

apologise when we have done wrong

learn lessons, using your complaints to see where and how we need to improve services

explain how you can make a complaint in your newsletter

regularly **update information** on complaints on our website.

RAISING STANDARDS

- We will ask you about your use of our complaints service during your yearly *Staying Connected* visit.
- We will regularly review complaints senior staff have handled.
- We will discuss complaints handling with tenants and staff and use what you and they recommend we do to improve our complaints service.

Who to complain to if our service falls short

If we get something wrong, let you down or make a mistake:

- **tell any of our staff**
- call us on **020 7704 2324**
- email info@barnsbury.org
- write to **4-6 Colebrooke Place, London N1 8HZ**
- online at barnsbury.org

If you think we are not meeting our service standards please tell us.

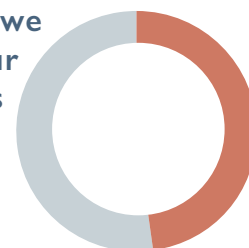
HELP FROM THE HOUSING OMBUDSMAN

You can go to the Housing Ombudsman Service for advice on your complaint at any stage, including before, during or after you make a complaint. You can also ask them to investigate if you are not happy with our final decision.

Housing Ombudsman
PO Box 1484, Preston P2 0ET
info@housing-ombudsman.org.uk
0300 111 3000
housing-ombudsman.org.uk

You agree we handle your complaints well

48%



2023 ACUITY SURVEY