

How to make a complaint



How to make a complaint

ccha is committed to providing an excellent service that meets the standards agreed with our customers. We recognise that sometimes the service may fail, and things can go wrong. When this happens, we welcome you contacting us so we can try to resolve it for you.

If we are unable to do this to your satisfaction or you would like to make a formal complaint, this leaflet explains what to do and what will happen.

ccha is committed to following The Ombudsman Complaint Handling Code.

General advice

If you'd like more detailed information, our full resident complaints policy and procedure is available on our website or on request.

You can access any of these documents in alternative formats in line with our reasonable adjustments policy. More details can be found at the end of this leaflet.

If you want to talk to ccha about anything in this leaflet, we would be happy to help you. Please call **020 8680 7532** or freephone **0800 054 6710** and ask to speak to the Complaints Officer.

For general advice about complaints and escalations, residents are also able to access the Housing Ombudsman Service at any time on their website:

www.housing-ombudsman.org.uk or by calling **0300 111 3000**.

What is a complaint?

ccha defines a complaint as:

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by ccha, our staff or those acting on our behalf, affecting an individual resident or group of residents."

A complaint may be:

- A failure to provide a service
- Poor quality of service or a mistake that has been made
- Dissatisfaction with a staff member's behaviour
- Failure to follow our policies or procedures
- Being unreasonably disadvantaged or unfairly discriminated against by a ccha policy

We will accept complaints made within 12 months of the issue occurring, or within 12 months of the complainant becoming aware of the issue.

Some matters fall outside our complaint's procedure, for example:

- Where the reason to complain occurred over 12 months ago, or 12 months have passed since the complainant became aware of the matter
- Where legal action is being taken
- Where the matter has already been considered under the complaints policy

Who can complain?

You can make a complaint directly or ask a representative to act on your behalf. Any complaints from representatives will be acknowledged once we have received permission from the resident to communicate with the representative regarding the matter.

A complaint submitted by a third party or representative will be handled in line with our complaints policy.

Where to complain?

There are a number of ways that you can tell us about your complaint. Formal complaints do not have to be in writing.

On our website:

www.ccha.biz and click on 'Your Home' / Complaints & Compliments.

By email:

to **complaints@ccha.biz**.

By the telephone:

020 8680 7532.

Freephone: 0800 054 6710 and ask to speak to the Complaints Officer.

In writing to:

Complaints Officer,
ccha 29 Sheldon Street, Croydon CR0 1SS

Free post reference: RUHG-HHTT-ZAEL

By form at the end of this leaflet and send to the above address.

The complaint timeline

- Stage 1 logged and acknowledged within **5 working days** of receipt of complaint
- Stage 1 responded to within **10 working days** of the complaint acknowledgement
- Stage 2 logged and acknowledged within **5 working days** of request to escalate
- Stage 2 responded to within **20 working days** of complaint acknowledgement
- Referral to Housing Ombudsman after Stage 2 closure
- Referral to Financial Ombudsman within **6 months** of Stage 2 closure

The complaint stages explained

STAGE 1

When we receive your complaint, we will log it and send a written acknowledgement within **5 working days**.

The complaint will be passed to an appropriate manager for investigation. They will review the information and may speak to you and other relevant people involved. You will receive a written response detailing the outcome of your complaint within **10 working days from the complaint acknowledgement**.

If you are satisfied with our response, your complaint will be closed. If you remain dissatisfied, you should inform the Complaints Officer within **20 working days from the date of our letter**. You should state the reasons why you are dissatisfied, the outcome you are looking for and whether you wish to escalate your complaint to Stage 2.

STAGE 2

You will receive a written acknowledgement within **5 working days of your request to escalate your complaint**. An appropriate director will be appointed to investigate at Stage 2. This must be a different person than who investigated at Stage 1. They will write to you within **20 working days from the complaint acknowledgement**, detailing the outcome of their investigation.

Stage 2 represents the final stage in ccha's complaints procedure. If you are satisfied with our response, your complaint will be closed.

Extended complaint timescales

In some cases, we may need more time to investigate your complaint. We can extend Stage 1 complaint responses by 10 working days and Stage 2 complaint responses by 20 working days. If this is the case, we will let you know and explain why.

If a complaint response is expected to exceed the extended timescales set out in the Complaint Handling Code, we must proactively engage with you to agree on suitable intervals for providing updates on the complaint.

What if I am still dissatisfied?

If you remain dissatisfied after completing our complaints procedure, you can refer your complaint **straight to the Housing Ombudsman Service**. Where relevant, you can refer your complaint to the Financial Ombudsman Service.

This must be done within **6 months** of the closure of your Stage 2 complaint.

Their contact details are:

The Housing Ombudsman

Complaints correspondence in writing:

The Housing Ombudsman Service,
PO Box 1484, Unit D, Preston, PR2 0ET

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Fill in an online form:

www.housing-ombudsman.org.uk/residents/make-a-complaint/

The Financial Ombudsman

Correspondence in writing:

The Financial Ombudsman Service,
Exchange Tower, London, E14 9SR

Telephone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

The outcome of your complaint

If your complaint is upheld at any stage, and it is found that ccha has failed to provide you with a good quality service, we will take action to ensure that the matter is put right.

In some circumstances, you may be entitled to financial compensation under our compensation policy. A copy of our policy is available on our website.

We also try to learn from our complaints and improve how we deliver services in the future.

Your complaint

Have you communicated directly with ccha?

Yes ☐ No ☐

Have you reported the issue to our contractor?

Yes ☐ No ☐

Name:

Address:

Postcode:

Email:

Daytime Phone No:

Evening Phone No:

Mobile Phone No:

Please state your complaint:

Have you complained to a staff member?

Yes ☐ No ☐

What can ccha do to put things right?

Details of other agencies, family or advocates involved:

If you require any reasonable adjustments, please include these below:

Communication needs

To ensure our service is available for all of our residents, we provide different methods of communications and want to make you aware of these options.

If English isn't your first language

- We can use a translation service over the phone to help translate our conversation. This is provided by LanguageLine. You can call them directly 0800 169 2879 and ask to be put through to us with a translator.
- You can highlight any text on our website and select 'Translate'.
- We can translate any of our documents to another language at your request. Please call us on 020 8680 7532, freephone 0800 054 6710 or email customers@ccha.biz to request a document.

If you have hearing impairments

- We have a portable hearing loop at the office.
- We can also text or email you communications if you are unable to talk over the phone. To update your preferences, please email customers@ccha.biz.

If you have sight impairments

- We can provide large print or Braille on request.
- We have a listen function on our website where you can listen to all aspects of the page you are on.

If you'd like to update your communication needs or update the needs of a friend or family member, you can call us on 020 8680 7532, freephone 0800 054 6710 or email customers@ccha.biz and we will make a note of these.

Do you need this document translating? Please contact us.

هل تحتاج إلى الحصول على نسخة مترجمة من هذا المستند؟ يرجى الاتصال بنا

آیا نیاز دارید که این سند ترجمه شود؟ لطفاً با ما تماس بگیرید

Besoin d'une traduction de ce document ? Contactez-nous.

શું તમારે આ ડોક્યુમેન્ટનું ભાષાંતર કરવું છે? કૃપા કરીને અમારો સંપર્ક કરો.

Hai bisogno di questo documento tradotto? Contattaci.

Prosimy o kontakt, jeśli potrzebują Państwo przetłumaczoną kopię tego dokumentu.

آیا اړتیا لرئ دغه سند وژباړئ؟ لطفاً زموږ سره اړیکه ونیسئ

Você precisa deste documento traduzido? Por favor contacte-nos.

இந்த ஆவணத்தை நீங்கள் மொழிபெயர்க்க தேவையா? எங்களை தொடர்பு கொள்ளவும்.

کیا آپ کو اس دستاویز کا ترجمہ کرانے کی ضرورت ہے؟ براہ کرم ہم سے رابطہ کریں۔