

Introduction

At Hackney Homes, we want to provide you with the best possible service. So it is very important for us to know how we are doing. Because we provide hundreds of services to thousands of people, things can sometimes go wrong.

If there is a problem, we need you to tell us so we can investigate and put things right, or you may want to suggest a way to improve it. We want to learn from any mistakes so we can provide an even better service in the future.

We regularly review areas where we receive high numbers of complaints and discuss with our customers how we can change the way services are delivered.

This booklet explains how to praise someone for a job well done and the best way to let us know about a problem.



Our commitment

We aim to deliver excellent customer service by putting our customers at the centre of everything we do and by having regard to their diverse needs.

Our service standards...

- We will respond to all complaints in full within 15 working days.

What you can expect from us

We will:

- Take your complaint seriously
- Investigate your complaint thoroughly, quickly and fairly
- Give you the name and phone number of the officer who will be dealing with your complaint
- Tell you how long the investigation will take
- Keep any information you give us confidential
- Apologise if we have done something wrong and tell you what we are going to do to put things right.

How to make a complaint or send a compliment

There are many ways you get in touch with us to make a complaint or to tell us what we have done well.

- You can use the form and envelope enclosed with this booklet
- You can speak to a member of staff at your local Neighbourhood Office
- You can phone us on **020 8356 5022** if you need help in completing the form
- You can fax us on **020 8356 5091**
- You can send an email to **housing.complaints@hackneyhomes.org.uk**
- You can complete an online complaints form at **www.hackneyhomes.org.uk**
- If you have hearing difficulties, you can phone our minicom number on **020 8356 2813** or **18001 02083 565022** to use the Typetalk service
- You can send a letter to:
Complaints Team
Hackney Homes
136-142 Lower Clapton Road
London, E5 0QD

You may also want to ask for help from your local Councillor, a voluntary agency or a friend or relative. You can get a list of Councillors' names and surgery times from the Council call centre on 020 8356 3000 or from the Council's website www.hackney.gov.uk



Complaints 3 Step Procedure

Stage 1

Your complaint will be investigated by the service area best placed to resolve the matter.

We will write to you within 3 working days to let you know we have received your complaint. We will tell you who is dealing with your complaint and the date by which you should expect a response.

We aim to give you a full response within 15 working days. If there are any reasons why this will not be possible we will contact you and give you a new date for our response.

Stage 2

If you are not happy with the outcome at Stage 1, you can take the matter further. At Stage 2 your complaint will be investigated by a Principal Complaints Officer from Hackney Homes Housing Complaints Team. We will include details of how to do this in your Stage 1 response.

We will write to you within 3 working days to let you know we have received your complaint. We will tell you who is dealing with your complaint and the date by which you should expect a response.

We aim to give you a full response within 15 working days. If there are any reasons why this will not be possible we will contact you and give you a new date for our response.

Stage 3

If you are still not happy after the Stage 2 investigation you can ask for your complaint to be considered by the Standards and Complaints Team who are part of the Customer & Corporate Service in Hackney Council, who will carry out an independent review. We will include details of how to do this in your Stage 2 response.

They will acknowledge receipt of your complaint within 3 working days.

They will tell you who is dealing with your complaint and the date by which you should expect a response. They aim to give you a full response within 20 working days.

There are some service areas which may be outside the responsibility of our Complaints Policy. These might include parking ticket disputes, planning application appeals, Housing Benefits appeals and Legal Disrepair issues.

Additionally some service areas may run their own arbitration or mediation services which may have a bearing on part of the Complaints Procedure.



The Ombudsman

The Local Government Ombudsman is an independent national service which investigates complaints against Councils and companies such as Hackney Homes. You can complain to the ombudsman at anytime. However your complaint may be referred back to us if it has not been through our complaints procedure.

You can contact the Local Government Ombudsman at:

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Phone: 0845 602 1983

Fax: 024 7682 0001

Email: advice@lgo.org.uk

Website: www.lgo.org.uk

Your local Neighbourhood Housing Offices

Homerton Neighbourhood Office

92 Well Street, London, E9 7JA

Tel: 020 8356 7800

Queensbridge and De Beauvoir Neighbourhood Office

31 De Beauvoir Road, London, N1 5SJ

Tel: 020 8356 6600

North East Neighbourhood Office

Clock House, 149 Stamford Hill,

London, N16 5LG

Tel: 020 8356 6500

North West Neighbourhood Office

Stoke Newington Municipal Building

Stoke Newington Church Street

London, N16 OJR

Tel: 020 8356 6100

Shoreditch Neighbourhood Office

1 Croyley Street, Bletchley Court

London, N1 7PT

Tel: 020 8356 6705



Tenant Management Offices

Arden TMO

16A Malcolm House,
Arden Estate
Shoreditch
London N1 6PN
Tel: 020 7739 7075

Clapton Park TMO

The Housing Office
4A Gilpin Square
London E5 0HL
Tel: 020 8356 6300

Cranston South Estate TMO

13 Daniell House
Cranston Estate
London N1 5EH
Tel: 020 7684 6873

Downs Estate TMO

5 Kingsdown House
Amhurst Road
London E8 2AS
Tel: 020 7923 9053

Lordship South TMO

14 Lordship Grove
London N16 OQA
Tel: 020 8211 8363

Suffolk Estate TMO

The Housing Office
Welshpool Street
London E8 4PF
Tel: 020 7923 3774

Tower TMO

Grange Court
355 Queensbridge Rd
London E8 3JB
Tel: 020 7254 8314

Wenlock Barn TMO

Wenlock Barn
Shoreditch
London, N17NX
Tel: 0207 253 2371

Wick Village TMO

Anchor House
25 Meadow Close
Wick Village
London E9 5NZ
Tel: 020 8533 4311

Wyke Estate TMO

Estate Office
10 Wick Road
London E9 5AZ
Tel: 020 8533 6077

You can also access information through our website at
www.hackneyhomes.org.uk



This leaflet provides you with information about how to make a compliment or complaint about a Hackney Homes service. If you would like a translation of this document please call the Housing Contact Centre on 020 8356 3691 or tick the appropriate box and return this form to the freepost address below.

Bengali

কিভাবে আপনি হ্যাকনি হোমস এর সেবা সম্পর্কে সন্মান করবেন অথবা অভিযোগ করবেন সে বিষয়ে এই প্রচারপত্রটিতে তথ্য রয়েছে। যদি আপনি এই দলিলটির অনুবাদ চান, তাহলে অনুগ্রহ করে হাউজিং কন্টাক্ট সেন্টারে 020 8356 3691 নম্বরে কল করুন অথবা উপযুক্ত বাজেট টিক দিন এবং নিচের ফ্রী পোস্ট (ডাক টিকেট লাগবে না) ঠিকানায় এই ফরমটি ফেরত পাঠান।

Somali

Warqaddani waxay ku siineysaa macluumaad ku saabsan sida loo sameeyo cabashooyinka ama cabashada la xiriirto adeegyada Hackney Homes. haddii aad jeclaan laheyd dokumentaigan oo tarjuman faadlan ka wac Xarunta Xiriirka Guriyeynta (Housing Contact Centre) halkan 020 8356 3691 ama sax godka ku haboon kuna soo dir foomka cinwaanka hoose ee boostada bilaashka ah.

French

Ce feuillet vous donne des informations sur la façon de faire un compliment ou une réclamation à propos des services de Hackney Homes. Si vous désirez avoir la traduction de ce document appelez le Centre de contact Logements (Housing Contact Centre) au 020 8356 3691 ou bien cochez la case appropriée et renvoyez le coupon à l'adresse port payé ci-dessous.

Spanish

Este folleto le proporciona información sobre cómo realizar un cumplido o una queja sobre el servicio de Hackney Homes. Si desea una traducción de este documento, llame al Centro de Contacto de Vivienda (Housing Contact Centre) al 020 3691 8356 o marque un tick en la casilla apropiada y reenvíenselo por freepost a la dirección que aparece abajo.

Kurdish

Ev belavok li ser ku hun çawa dikanin li ser xizmeteke Hackney Homes giliyekî bikin an jî pesinekê bidin agahiyê dide. Heke hun wergera wê nivîsê ya bi zimanê xwe dixwazin, jî kerema xwe telefon bikin bo Navenda Têkiliyên Xanî li 020 8356 3691 an jî qutlika minasib îşaret bikin û wê formê jî navnîşana posta bêpere ya jêrîn re bişînin.

Turkish

Bu broşür, bir Hackney Homes hizmeti hakkında nasıl şikayet veya övgüde bulunacağınız hakkında bilgi vermektedir. Bu dokümanın tercümesini istiyorsanız, lütfen 020 8356 3691 numaralı telefondan Konut İşleri İlişki Merkezi'yle ilişki kurun ya da uygun kutuyu işaretleyerek, bu formu aşağıdaki ücretsiz posta adresine gönderin.

Polish

Ta broszura omawia, w jaki sposób można złożyć zażalenie na usługi organizacji Hackney Homes lub jak wyrazić słowa uznania dla jej działań. Aby otrzymać tłumaczenie broszury na język polski prosimy zadzwonić na infolinię Housing Contact Centre pod numer 020 8356 3691 lub zaznaczyć odpowiednie pole i odesłać ten formularz bezpłatnie na adres podany poniżej.

Vietnamese

Tờ rơi này cung cấp cho quý vị những thông tin về cách thức tán thành hay phàn nàn về một dịch vụ Hackney Homes. Nếu quý vị muốn một bản dịch của tài liệu này xin hãy gọi tới Trung tâm Liên lạc Nhà ở (Housing Contact Centre) số 020 8356 3691 hoặc đánh dấu vào ô thích hợp và gửi lại mẫu này theo địa chỉ miễn phí dưới đây.

Urdu

یہ کتابچہ ہیکنی ہومز کے بارے میں ستائش یا شکایت کے طریقے سے متعلق معلومات فراہم کرتا ہے۔ اگر آپ کو اس دستاویز کا ترجمہ چاہیے تو برائے مہربانی اقامت کاری رابطہ مرکز [Housing Contact Centre] کو 020 8356 3691 پر کال کریں۔ یا مناسب خانے پر صحیح کا نشان لگائیں اور اس فارم کو حسب ذیل مفت ڈاک پتے پر واپس بھیج دیں۔

Chinese

本宣傳頁告知您如何就哈克尼住房中心 (Hackney Homes) 的服務表示贊許或投訴。如果您想 要此文件的譯文，請撥打電話020 8356 3691給住房聯繫中心 (Housing Contact Centre)，或者在相應的方格內打鉤，然後將此表回寄至下列免郵資地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print

In Braille

On Disk

On audio tape

In another language, please state:

Name:

Address:

Tel:

Return to: Communications (Compliments and Complaints), FREEPOST RLTS-GHGU-UUTR, Hackney Homes, Christopher Addison House, 72 Wilton Way, London E8 1BJ



