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Your guide to...
compliments
and complaints



**Information
for customers of
Parkway Green
Housing Trust**



Your guide to... compliments and complaints

We put your views at the heart of what we do. If something's good, we want to keep it that way. If it's not, we want to change it.

This leaflet tells you how to praise our work or make a formal complaint. If you want to complain or compliment us you can use the 'Complaints and Compliments Form' (leaflet 1b).

How to praise or comment on our services

We aim to provide excellent services which meet your expectations. If you think we have achieved this, please let us know. We will use your feedback to make sure we continue to provide good service.

We also want to hear your ideas about how we can improve our service.

To praise or comment on our services, just fill in one of our complaints and compliments forms (leaflet 1b).

Alternatively, you can phone us on 0300 111 0000, visit us at our offices or fill in a form on our website www.parkwaygreen.co.uk



How to complain

If you are unhappy with our services, please tell a member of staff, either by visiting a Parkway Green office or by calling 0300 111 0000. They will try to sort your complaint there and then.

If you are not happy with our response, you can make a formal complaint. Our complaints procedure has three basic stages. At each stage we will:

- ➔ acknowledge your complaint within two working days
- ➔ provide a full response within 10 working days, or explain the delay
- ➔ tell you what to do if you are unhappy with our response.

STAGE 1

To register a complaint you can:

- ➔ fill in a formal complaints form (leaflet 1b) and return it using our freepost address
- ➔ send a letter addressed to Business Support, Parkway Green Housing Trust, Parkway Green House, 460 Palatine Road, Northenden, Manchester, M22 4DJ
- ➔ call us on 0300 111 0000
- ➔ e-mail us at complaints&praise@parkwaygreen.co.uk
- ➔ fill in an online form at www.parkwaygreen.co.uk

STAGE 2

If you are not happy with our response, you can progress the complaint to a higher level where an assistant director will review your complaint.

STAGE 3

If you are still not happy, you can progress the complaint beyond our management team. The review panel will consist of at least one independent board member and Parkway Green staff who have not previously been involved in dealing with the complaint and will be made up of any combination of senior manager, Director or Chief Executive to consider your complaint. This is the end of our internal complaints procedure. If you do not appeal within three months of any decision the complaint will be closed.

How to appeal

Once we have made a decision about your complaint, you have the right to appeal. This can be done by writing to the Housing Ombudsman Service at: 81 Aldwych, London, WC2B 4HN

Telephone: 0300 111 3000

Minicom: 020 7404 7092

Fax: 020 7831 1942

Email:

info@housing-ombudsman.org.uk

Keeping track of your complaint

We keep things simple and try to sort things out on the spot. In case things take longer, we have included this section, so you can keep track of your complaint.

STAGE 1

- A. Complaint sent
- B. Complaint acknowledged
- C. Interim response received
- D. Full response received

STAGE 2

- E. Request for review sent
- F. Review request acknowledged
- G. Review result received

STAGE 3

- H. Appeal request sent
- I. Appeal acknowledged
- J. Appeal result received

Equality monitoring

As part of our complaints form there is an equality monitoring form. Please complete this whenever you complete a complaints or comments form, and send it in the same envelope - do not attach it to your other form as the equality form needs to remain anonymous.

By completing this form, you help to make sure that everyone gets a fair service.

Notes:

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To get this leaflet in Braille, large print or on tape:

Phone: 0300 111 0000 Email: info@parkwaygreen.co.uk

Textphone: 0161 945 5730

للحصول على هذه المعلومات بأي لغة أو بالبرايل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

Arabic

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

Chinese

لطفا برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

Hindi

بۆ بەدەست هێنانی ئەم زانیاریانە بە هەر زمانێک یان بە بریال، پێنی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفۆن بکە بۆ ئەم ژمارەیی خوارەوه.

Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

Vietnamese

0300 111 0000

Contact us

By phone

0300 111 0000

Phone this number for any Parkway Green service or to arrange an appointment for us to visit you, 8am - 5.30pm, Monday to Friday.

By email

info@parkwaygreen.co.uk

By post

Parkway Green Housing Trust
Parkway Green House
460 Palatine Road
Northenden
M22 4DJ

In person

Visit our local offices:

Parkway Green House
460 Palatine Road, Northenden,
M22 4DJ

or

137 Bowland Road,
Baguley, M23 1LE

Our offices are accessible to disabled people

