



HOW TO MAKE A COMPLAINT

RESPECT
STANDARD
FOR HOUSING
MANAGEMENT

If you need this document translated (or in a different format, large print, Braille or audio), please contact our customer service centre on 024 7643 8000 or e mail us at info@orbit.org.uk.

Arabic

إذا كنت بحاجة لترجمة هذه الوثيقة (أو اتاحتها بصياغة مختلفة أو طباعة أكبر أو طباعة البريل للمكفوفين أو على شريط التسجيل المسموع)، الرجاء الاتصال بنا هاتفيا في مركز خدمة أو 024 7643 8000 الزبون برقم البريد الإلكتروني info@orbit.org.uk

Bengali

আপনি যদি এই দলিলের অনুবাদ (বা অন্য ফর্ম্যাট, বড় হরফ, ব্রেল বা অডিও) চান, তাহলে 024 7643 8000 নম্বরে আমাদের গ্রাহক পরিষেবা (কাস্টমার সার্ভিস) সেন্টারে ফোন করুন বা ইমেল করুন info@orbit.org.uk

French

Si vous avez besoin d'une traduction de ce document (ou d'un format différent – gros caractère, Braille ou audio), vous pouvez contacter notre centre de service à la clientèle au 024 7643 8000 ou nous envoyer un courrier électronique à info@orbit.org.uk

Kurdish

ئەگەر دەتەوێت ئەم نووسراوەت بۆ تەرجومە بکەیت (یان بە شێوازیکی تر، بە چاپی پیتی گەورە، بە بریل یان بە شریتی دەنگ بۆت دا بین بکەیت)، تکایە لەسەر ژمارە تەلەفۆنی 024 7643 8000 یان بە ئیمیل info@orbit.org.uk پەیوەندی بە سەنتەری کاروباری هاولاتیانی دەزگاکەمانەوه بکە.

Polish

Aby uzyskać tłumaczenie tego dokumentu (lub jego tekst w innym formacie, wydrukowany dużą czcionką, alfabetem Braille'a albo w wersji dźwiękowej), należy skontaktować się z naszym centrum obsługi klienta pod numerem telefonu 024 7643 8000 lub wysłać e-mail na adres info@orbit.org.uk.

Portugese

Se necessitar deste documento traduzido (ou em formato diferente, impressão de maior formato, Braille ou áudio), contacte o centro de apoio a clientes em 024 7643 8000 ou envie uma mensagem de correio electrónico para info@orbit.org.uk

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ (ਜਾਂ ਇਹ ਇਕ ਵਖਰੇ ਰੂਪ ਵਿਚ, ਮੋਟੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਜਾਂ ਆਡਿਓ ਦੇ ਰੂਪ ਵਿਚ) ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨਾਲ 024 7643 8000 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਸਾਨੂੰ info@orbit.org.uk 'ਤੇ ਈ-ਮੇਲ ਭੇਜੋ।

Turkish

Bu belgenin dilinize çevrilmesini istiyorsanız (ya da belgeyi başka bir biçimde, iri puntuyla ya da Braille alfabesiyle basılmış olarak veya kaset halinde arzu etmekteyseniz) lütfen 024 7643 8000 numaralı telefondan müşteri hizmetleri merkezimizi arayın ya da info@orbit.org.uk adresine e-posta gönderin

HOW TO MAKE A COMPLAINT

Orbit aims to provide an excellent service to all its customers. However, we acknowledge that occasionally things go wrong and you may wish to make a complaint.

Our aim is to resolve all complaints as soon as possible and to use the information supplied, to assist us to improve our service standards.

What is a complaint?

A complaint is usually dissatisfaction with a service, a failure to carry out an agreed service, failure to meet agreed timescales, or failure to meet the standards promised.

How to make a complaint

If you are unhappy with the service you receive from us you can make a complaint in writing by completing the attached form. Alternatively, you can tell us about your complaint in person, over the phone by contacting the Customer Service Centre or by contacting your local member of staff, via our website or by e-mail. Contact details are shown at the end of this leaflet.

Assistance can be given to anyone who may need help in completing the form either in person, over the telephone or by e-mail.

Whichever method a complaint is received a letter of acknowledgment will be sent to the complainant within 2 calendar days outlining when a full response will be received and naming the member of staff dealing with the complaint.

If you would like a copy of our Complaints Policy, please ask a member of staff or download from our website.

Complaints Process

Our aim is to resolve all complaints satisfactorily without proceeding to our formal complaint process. However, if you are still not happy and wish to take the matter further we have a three stage complaints process.

Our aim is to respond to your complaint as quickly and as fully as possible in the following timescales:

Stage 1

Where we aim to resolve as many complaints as possible. We will respond within 14 calendar days.

Stage 2

If unresolved at stage 1, the complaint will be considered by a senior manager who will respond within 14 calendar days.

Stage 3

Complaints that are not resolved at stage 2 will be considered by a Complaints Panel who will respond within 14 calendar days of the Panel meeting. This is the final stage of Orbit's complaints process and you are entitled to attend the panel meeting.

We will endeavour to resolve your complaint both fairly and effectively at each stage of the process.

All complaints will be considered, except:

- Where a complaint is already going through a court or tribunal
- Where the complaint is being pursued in an unreasonable manner
- The complaint concerns a matter that occurred over twelve months ago.

The list is not exhaustive and there may be other exceptions. If your complaint falls within this category and we are unable to investigate it, we will write to you and explain why.

What if you are still dissatisfied?

If having been through Orbit's complaints process you are still not satisfied, you are entitled to have the matter reviewed by the **Independent Housing Ombudsman**.

Their address is:

Independent Housing Ombudsman
81, Aldwych
LONDON
WC2B 4HN

Telephone: 020 7421 3800

E-mail: ombudsman@ihos.org.uk

Web: www.ihos.org.uk

Orbit has agreed to abide by any decisions reached by the Ombudsman.

In addition, Citizens' Advice Bureaux, Environmental Health Offices and Housing Aid Centres are other organisations that may be able to give you independent advice.

Alternatively, if you live in sheltered or retirement housing, you can seek free advice from the Advice, Information and Mediation Service. Their telephone number is 0845 600 2001.

Improving the service we offer

Once your complaint has been resolved, we will send you a feedback form to see how well you felt we dealt with your complaint.

How to contact us to make a complaint

Telephone us:

- **Orbit Heart of England Housing Association** 0845 8 500 500 (or 01789 404400 if your local office is Stratford-Upon-Avon)
- **Orbit East** 0845 600 2535
- **Orbit South Housing Association** 0800 678 1221
- **Orbit First Step** 0845 8 50 20 50

Write to us:

Write to us at your local office address or visit your local office.

Email us:

- Email info@orbit.org.uk if your home is managed by **Orbit South Housing Association, Orbit Heart of England Housing Association or Orbit East**
- Email ofs@orbit.org.uk if your home is managed by **Orbit First Step**

Go to our Website: www.orbit.org.uk

Orbit Group Limited, Orbit South Housing Association Limited and Heart of England Housing Association Limited are all exempt charities.

3. Have you already spoken to a member of staff about your complaint?

- Yes
- No

If you have ticked the yes box, please tell us what they did about your complaint.

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4. What do you think we should do to put things right?

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5. Please sign and date this form and return it to your local office.

Your signature:.....

Date:.....

Equal Opportunity Monitoring Form

This additional information enables us to check and ensure that all customers have equal access to our services. We hope you will feel able to complete this form which will be used for monitoring and research purposes. With your consent, we would also like to use this information to update our records to ensure our services meet your needs. Your responses will be stored on our computer systems in accordance with the Data Protection legislation. Please sign the bottom of this form to indicate your consent to us using the information for this purpose.

Q1. Please provide your name

Q2. Please provide your date of birth

Q3. Gender

- Male* *Female* *Transgender* *Rather not say*

Q4. How would you describe your sexuality?

- Heterosexual* *Gay man* *Lesbian* *Bisexual* *Rather not say*

Q5. To which of these groups do you consider you belong?

White

British

Irish

Other White

Black or Black British

Caribbean

African

Other Black

Mixed

White & Black Caribbean

White & Black African

White & Asian

Other mixed

Asian or Asian British

Indian

Pakistani

Bangladeshi

Other Asian

Chinese

Traveller/gypsy

Other (please specify)

Rather not say

Q6. What is your faith or religious belief?

Do not wish to state

Hindu

Muslim

No religion

Buddhist

Sikh

*Christian**

Other

**Inc C of E; Catholic; Protestant and all other Christian denominations*

Q7. Do you have a long term health problem or disability? (This means a physical or mental impairment which has a substantial and long term affect on your ability to carry out normal day to day activities)

Yes

No

Rather not say

Signed

Thank you for taking the time to complete this form