

# Making a Complaint

## Service Standard

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At times our service delivery may fall below the high quality we are committed to. Where a customer has reason to express dissatisfaction or we have failed to deliver a high quality service, we are committed to resolving this in a fair, transparent and consistent way.

## How can I make a complaint?

If you are dissatisfied with our service or we have not met our service standard, we will ensure you know how you can complain to us and we will aim to acknowledge your complaint within two working days.

We will publish information on how you can make a complaint on our website or you can call us and we will tell you how to do this. Complaints will be accepted:

- In person
- In writing
- By calling
- Via email
- Via our on line enquiry form

Please tell a member of staff that you would like to make a complaint. Your complaint will be logged by our Customer Service Centre and you will be given a reference number and details of the Service Manager who will be working with you to try to put things right.

If we need more information we may contact you to ensure we have all the details to enable us to investigate your complaint fully.

## What you can expect?

We aim to resolve all concerns raised by our customers within 5 days through our 'put it right' stage of our complaints procedure. If informal resolution is not successful we will tell you how you can make a formal complaint to us and support you to do so.

Formal complaints will be managed as below:

### Stage 1

A formal investigation is undertaken by the Service Manager and we will respond to you in writing within 10 working days. If we need more time to investigate we will contact you and explain why it will take longer.

### Stage 2

A review of the Stage 1 complaint investigation is undertaken by a Head of Service and we will respond to you in writing within 10 working days. If we need more time to investigate we will contact you and explain why it will take longer.

If you are not satisfied with our response to you at Stage 2 complaint, you can ask for your complaint to be heard by a designated person, such as an MP or local Councillor, or our Independent Complaints Panel.

## Independent complaints panel (ICP)

Chorus Homes are members of an ICP. The panel are tenant representatives who are appointed to resolve complaints by helping to mediate an outcome between the landlord and complainant. The members have both skills in complaint handling and experience as tenants and leaseholders.

You can refer your complaint to the ICP once your complaint has fully passed through Chorus Homes' internal complaint procedure.

## Housing Ombudsman Service

The Housing Ombudsman Service is set up by law to look at complaints about the housing organisations that are registered with them. Their service is free, independent and impartial.

If you have decided not to contact a designated person you can go directly to the Ombudsman eight weeks after we have given you our final response to your complaint.

## How to contact us

### In writing:

Customer Service Centre  
Chorus Homes Group  
Brook House  
Ouse Walk  
Huntingdon  
PE29 3QW

### Call us:

0345 2669 760

### Email:

[customerenquiry@chorushomesgroup.co.uk](mailto:customerenquiry@chorushomesgroup.co.uk)

### Website:

[www.chorushomesgroup.co.uk](http://www.chorushomesgroup.co.uk)



**Chorus  
Homes**

Part of Places for People