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A to Z of services 

دى دم آشوخ

Bienvenue

نئى برى خاب

Bem-vindo

Добро пожаловать

Bienvenido

How to make a compliment, complaint or comment

You can make a compliment, complaint or comment about Your Homes Newcastle by completing a **compliment, complaints and comments form online**

Talk to us

Your Homes Newcastle is committed to providing an excellent service to our customers. We would like you to tell us any compliments, complaints and comments about our service to you. This feedback helps us to find ways to improve services.

How to make a compliment, complaint or comment

You can tell us your views:

- by completing an **online form**
- in person at any **local housing office**
- by phone on 0191 278 8600
- in writing by letter, or on our complaints form at the back of our leaflet
- by e-mailing **yhncce@yhn.org.uk**

When you contact us, please make sure you:

- give your name, address and phone number
- tell the person you speak to what your compliment, complaint or comment is

Complaints - what happens next?

We have three easy stages for complaints.

Step one

- We will deal with your complaint quickly and informally
- We will tell you what is happening with your complaint and we will do everything we can to help you.

Step two

- We will acknowledge your complaint in two working days
- An investigating officer will investigate your complaint and send you a written response within 10 working days.

Step three

If you have been through steps one and two and are still not happy with the results of our investigations, you can make a complaint to Newcastle City Council's complaints officer at:

Complaints Officer,
Democratic Services,
Civic Centre,
Barras Bridge,
Newcastle upon Tyne, NE99 2BN.
Phone: 0191 211 5116 or 0191 211 5180
Email: complaints@newcastle.gov.uk

Local Government Ombudsman

If you are not satisfied with your response at step two or three you can contact the Local Government Ombudsman at:

Beverley House,
17 Shipton Road,
York, YO30 5FZ.
Phone: 01904 380 200
Fax: 01904 380 269

Compliments - what happens next?

We will acknowledge your compliment within two working days. We will pass on your compliments to the relevant officers. We will use this information to improve our services.

Comments - what happens next?

We will acknowledge your comment within two working days. We will pass on your comments to the relevant officer, who will respond to you within ten working days. We will use this information to improve our services.

How do we use your compliments, complaints and comments?

We will use compliments, complaints and comments to review and improve the way we provide services. All compliments, complaints and comments are reviewed monthly by our Champions to make improvements to our services.

We report quarterly in the following ways:

- to the YHN Board - [click here to read our Board reports](#)
- Homes & People newsletter - [click here to read past issues](#)
- Talk to us flyers.

Talk to us flyers

Click on the links below to find out about changes we have made recently as a result of your compliments, complaints and comments.

- [Talk to us January 2008 \(pdf\)](#)
- [Talk to us October 2007 \(pdf\)](#)
- [Talk to us June 2007 \(pdf\)](#)

Asylum Seekers Unit

Because our Asylum Seekers Unit operates under a contract with the Home Office they have to use a slightly different complaints procedure to the rest of YHN. The difference is that if a client remains unhappy after the Unit has investigated a complaint then instead of being referred to the Corporate Complaints Procedure they are referred to the North of England Refugee Service who will investigate further.

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Delicious



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reddit



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What is social bookmarking?

A company controlled by Newcastle City Council.

The Your Homes Newcastle Website is Designed and Powered by [Netconstruct](#)