



Your Homes
Newcastle



Complaints and Compliments

Complaints and Compliments

We aim to provide high quality excellent services for all our customers.

We view any feedback as an opportunity to improve our services. This leaflet explains how to make a complaint or compliment about our services.

If you would like this information in your own language we will arrange an interpreter for you. This information is also available in large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter. Phone: 0191 278 8600. Please see back cover for more details.

Our promise to you

We are committed to putting you first and providing a quality customer service. This includes how we deal with any complaint or compliment you may have.

- We will deal with your complaint or compliment quickly and fairly
- We will tell you what is happening with your complaint and we will do everything we can to help you
- We will do our best to treat the information you give us in confidence
- We will explain our decision
- We will use complaints and compliments to review and improve the way we provide services

If you make a complaint it will not affect your right to receive or use a YHN service in the future.

What is a complaint?

A complaint is when you tell us you are not happy. For example if:

- we do not deliver a service on time
- we give you the wrong information
- you receive a poor quality of service
- you are not happy with a member of staff in some way

Our complaints process is for the services we operate and manage within YHN.

Newcastle City Council has their own complaints process for the services they provide. For example:

- Refuse collection
- Street parking
- Pest control

If you are experiencing anti-social behaviour, please contact YHN's HASBET (Housing Anti-Social Behaviour Enforcement Team) direct on 0191 278 8740 or via your housing office, customer service centre or online at newcastleasbunit@yhn.org.uk

If you write to us anonymously with a complaint we will be unable to reply to you. We will however, send your complaint to your local housing office for investigation.

What is a compliment?

A compliment is when you tell us you are happy. For example if:

- we deliver a service on time
- we give you the correct information
- you receive a good or excellent quality of service
- you want to praise or highlight the service given to you by a member of staff

How do I make a complaint?

Please tell us about your complaint as soon as you can. This makes it easier for us to investigate your complaint for you.

You can tell us in person, by phone, by letter, by the attached YHN form or online at our website. Please contact us at:

Customer Service Team, YHN House, Benton Park Road,
Newcastle upon Tyne NE7 7LX.

Phone: 0191 278 8600

Email: yhnccc@yhn.org.uk

Website: www.yhn.org.uk

Please ask a member of staff if you need help to write your complaint or to fill in the form. If you prefer, a friend or relative can fill in the form for you.

If you prefer, you can ask a friend or relative to speak, or write to us for you.

When you contact us, please make sure you:

- Give your name, address and phone number
- Tell the person you speak to what your complaint is

If your complaint is about a member of staff, you should inform their manager, not other members of staff.

How will we deal with your complaints?

By law, we may need to deal with some complaints in a different way. In these cases, we will tell you why and give you more information.

Step 1

- We will try to deal with your complaint informally.
- This means that you should phone or take your complaint to the office or person who dealt with your enquiry.
- Our staff will do their best to settle your complaint without you needing to do anything else.
- We will record your complaint to help us improve our services to you.

If you have spoken to the relevant officer about your complaint but they have not been able to put things right, or you are not happy with the result, the next step is for you to make a step two complaint.

Step 2

At this stage you should put your complaint in writing. You can do this by:

- Letter
- Filling in and sending us the form at the back of this leaflet. You can send this FREEPOST
- Using our on-line complaints form by visiting YHN's website or emailing us at yhnccc@yhn.org.uk

- We will contact you within three working days, or for complaints received by email, within one working day to let you know we have received your complaint.
- We will give you a reference number and the date you can expect to receive a full written response to your complaint. If you do not receive a reference number within three working days, please contact us on 0191 278 8600.
- We will tell you the name of the senior officer who will investigate your complaint as this will make it easier for you to contact the person dealing with your complaint if you need to.

The senior officer will:

- Contact you to fully understand your complaint
- Investigate your complaint
- Take any necessary action
- Apologise for any inconvenience or stress caused
- Make sure you receive a full written response within 10 working days

If your complaint needs more investigation and we cannot send you a written response within 10 working days, we will write to you and let you know when you will receive a written response.

Where your complaint is justified and you have suffered stress, inconvenience or suffered a loss, you may be entitled to some compensation.

Please refer to our compensation and claims leaflet available from housing offices, customer service centres or by phoning 0191 278 8600.

Step 3

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.

Newcastle City Council will investigate your complaint independently and will write to you within three working days to let you know:

- They are reviewing your complaint
- Approximately how long it will take to investigate
- When you will receive a written response

If you would like Newcastle City Council to investigate your complaint further, please contact:

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

Ombudsman

YHN and Newcastle City Council will also be able to help you if you would like the Local Government Ombudsman to review your complaint.

You must allow YHN to investigate your complaint fully at step two and step three, before you can refer it to the Local Government Ombudsman.

Local Government Ombudsman
PO Box 4771, Coventry, CV4 0EH

Phone: 0300 061 0614

Fax: 024 7682 0001 or **text 'call back'** to: 0762 480 4323

Email: advice@lgo.org.uk **Website:** www.lgo.org.uk

Leaseholders

If you have a specific complaint about your service charges you can appeal to:

Leasehold Valuation Tribunal (LVT)

Residential Property Tribunal Service, 1st Floor, 5 New York Street, Manchester, M1 4JB

Phone: 0845 100 2614 or 0161 237 9491 **Fax:** 0161 237 3656

Email: northern.rpa@communities.gsi.gov.uk

For any other complaint, please refer to the procedure in this leaflet.

How do I make a compliment?

You can make a compliment in person, by phone, by letter, by email, by the attached YHN form or on line at our website www.yhn.org.uk.

How we will deal with your compliments

When you make a compliment we will write to you within 10 working days, to tell you how we will use this to improve our services.

Who should I contact?

You can call into our offices or customer services centres to find out how to make a complaint or compliment.

You can phone YHN on: 0191 278 8600

You can write to us at: **Customer Service Team, YHN House, Benton Park Road, Newcastle upon Tyne, NE7 7LX**

Phone: **0191 278 8600** Email: yhnccc@yhn.org.uk

You can fill in the attached form at the back of this booklet.

Our offices:

Benwell and Scotswood	0191 277 1484
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Blakelaw and Cowgate	0191 277 1000
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Byker	0191 278 1555
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Cruddas Park	0191 277 1066
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Fenham	0191 277 1200
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Gosforth	0191 277 1166
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Newbiggin Hall	0191 277 1400
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North Kenton	0191 277 4360
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Shieldfield	0191 278 1566
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St Anthony's	0191 278 1600
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Throckley	0191 277 7940
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Walker	0191 278 8455
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West Denton	0191 277 7940
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Westgate	0191 277 1300
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Other sections:

Adaptations	0800 091 1255
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Community Care Alarm Service	0191 278 8699
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Customer Involvement	0191 278 8720
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Envirocall	0191 274 4000
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Gas servicing and repairs	0191 278 3218
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HASBET (Housing Anti-Social Behaviour Enforcement Team)	0191 278 8740
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Leasehold	0800 091 0082
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Newcastle Furniture Service (NFS)	0191 278 1888
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Repairs Centre	0191 277 8888
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Your Choice Homes	0191 277 2020
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Young People's Service	0191 277 1190
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Is there anyone else who can help?

Apart from asking for help from a friend or relative, you can contact an independent person or organisation, such as:

- YHN Board member
- your MP
- a solicitor
- Citizens Advice
- Leasehold Valuation Tribunal

You can get details of who your Board members are on YHN's website at www.yhn.org.uk.

The Council's website will tell you who your councillors and MP's are. Visit www.newcastle.gov.uk.

Citizens Advice

Unit 12 Shopping Centre
Cruddas Park
Newcastle upon Tyne
NE4 7RW

Phone: 0844 499 4717

St Cuthbert's Chambers
35 Nelson Street
Newcastle upon Tyne
NE1 5AN

Phone: 0844 499 4717

Moorside Court
Cowgate
Newcastle upon Tyne
NE5 3AP

Phone: 0844 499 4717

**If you have a complaint or compliment then
please fill in the form opposite and send it to
us freepost to the address on the form**





Complaint and compliment form

Name:

Address

Postcode:

Phone number:

E-mail:

Date:

Details of your complaint or compliment:

What can we do?

Have you made this complaint before? (please tick)

Yes

No

If yes, please tell us when:

What was your reference number?

Name of the office who investigated your complaint:

Please complete this form, remove it, use the gummed edge to seal your form and return freepost to us.

Your Homes Newcastle
FREEPOST NAT 22311
NEWCASTLE UPON TYNE
NE7 7LX



Your Homes
Newcastle



Complaints and Compliments

This information is about how you can make a compliment, complaint or comment about our services. If you need this in a different language phone 0191 278 8600. This information is also available in easy read, large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

<p>বাংলায় Bengali</p>	<p>আপনি কিভাবে শুভেচ্ছা জানাতে, অভিযোগ করতে অথবা আমাদের সেবাগুলি সম্পর্কে মন্তব্য করতে পারেন এ তথ্য হচ্ছে সে সম্পর্কিত। আপনি যদি এটি বাংলায় অথবা অন্যকোন ভাষায় চান তবে ০১৯১ ২৭৮ ৮৬০০ নাম্বারে ফোন করুন।</p>
<p>廣東話 / 粵語 Chinese traditional</p>	<p>此資訊是關於您可如何對我們的服務做出讚揚、投訴或評價。如果您需要此資訊的中文廣東話版本或其它語言版本，請致電 0191 278 8600 索取。</p>
<p>普通话 / 国语 Chinese simplified</p>	<p>此信息是有关您可如何对我们的服务做出赞扬、投诉或评价。如果您需要此信息的中文普通话版本或其它语言版本，请致电 0191 278 8600 索取。</p>
<p>فارسی Farsi</p>	<p>این اطلاعات در مورد این مسئله میباشند که شما چطور می‌توانید در رابطه به خدمات ما ابراز نظر، قدرانی و یا شکایت بعمل آورید. در صورت نیاز به این اطلاعات با زبان فارسی یا هر زبان دیگر به شماره 0191 278 8600 تماس بگیرید.</p>
<p>Français French</p>	<p>Les informations suivantes vous indiquent comment nous adresser un compliment, une réclamation ou des commentaires concernant nos services. Pour obtenir la version française ou une autre langue, composez le 0191 278 8600.</p>
<p>کوردی سۆرانی Kurdish</p>	<p>ئەم زانیارییە سەبارەت بەو هەموو چۆن بۆ ئاوازی دەربارەی خزمەتگوزارییەکی ئێمە رای خۆت دەربیریت، سوپاسمان بکەیت یا سکاڵا دەربیریت. ئەگەر پێویستت بەمە هەموو بە زمانی کوردی سۆرانی یا هەر زمانێکی تر، تەلەفۆن بکە بۆ 0191 278 8600.</p>
<p>Português Portuguese</p>	<p>Esta informação refere-se à forma como pode elogiar, reclamar ou comentar sobre os nossos serviços. Se necessitar desta informação em português ou noutra língua, ligue para 0191 278 8600.</p>
<p>русском Russian</p>	<p>Здесь содержится информация о том, как Вы можете высказать положительный или отрицательный отзыв о наших услугах. Если Вам необходим перевод этой информации на <русский> или другой язык, позвоните 0191 278 8600.</p>
<p>Español Spanish</p>	<p>Esta información trata acerca de cómo podrá notificar su agradecimiento, realizar una queja o un comentario sobre nuestros servicios. Si necesita esta información en español o en un idioma diferente, llame al teléfono 0191 278 8600.</p>