



standards & feedback

Unhappy with our service?

We'd like you to tell us so we can put it right

Available in large print, Braille and on CD

We put your views at the heart of what we do, so we need to know when you're not happy with the service you get and how you think we can improve.



This leaflet – and our complaints form – help you tell us when things go wrong, so that we can put things right. We would also like to hear if we do better than you expected.

You have the right to complain whenever you are unhappy with our service. Whenever possible we will act swiftly to put things right.

Filling in the customer complaints form

Our simple form asks you for as many details as possible about your complaint. There's also a section asking how you think we should put things right. This helps us to deal thoroughly with your complaint and, wherever possible, provide the solution you want.

For help filling in the form, please ask a member of Northwards Housing staff. Or you can go to Manchester Advice in the Town Hall, a Citizens Advice Bureau or a Law Centre.

What we will do with your complaint

We will:

- acknowledge it in 5 working days
- treat it seriously and confidentially
- deal with it speedily with a full response within 10 working days or if this isn't possible, explain the delay
- take action to put things right
- tell you what to do if you are not happy with our response

Keeping track of your complaint

We keep things simple and try to sort things out on the spot. But in case things take longer there is a section on the customer complaint form where you can make a note of each stage of the process to keep track of your complaint.

A fair system

Northwards Housing treats all complaints in a fair and equal way. The way we handle your complaint does not affect your legal rights or your right to take things up with your local councillor. For your local councillor's details call 0161 234 3235.

How the complaints procedure works:

INFORMAL STAGE

- tell a member of our staff who will try and sort it out on the spot

If you're not happy with the response

FORMAL STAGE 1

- complete a customer complaints form
- we acknowledge your complaint within 5 working days
- we send you a full response within 10 working days
- we advise you how to take it further if you're still not happy

FORMAL STAGE 2

- we acknowledge your request for a review within 5 working days
- we send you a full response within 10 working days
- we advise you how to take it further if you're still not happy

FORMAL STAGE 3

The final stage of Northwards Housing's complaints procedure

- we acknowledge your request for an appeal within 5 working days
- we send a full response within 10 working days
- we advise you how to take it further if you're still not happy

We hope that the thoroughness of our procedure ensures that your complaint is dealt with to your satisfaction.

You have the right to complain

Here's how –

- **Fill in a customer complaints form** available from any Northwards Housing office
- **Complete a customer complaints form online** at www.northwardshousing.co.uk
- **Send a letter** addressed to Northwards Housing Customer Services, Hexagon Tower, Crumpsall Vale, Blackley, Manchester M9 8ZS
- **Call us** on 03000 123 123
- **Textphone us** on 0161 274 0899
- **Fax us** on 03000 124 123
- **E-mail us** at info@northwardshousing.co.uk

Extra services for customers with reduced hearing or vision

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

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e doni të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

ان كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أدناه. تتوفر هذه الوثيقة أيضاً بطريقة برايل للمكفوفين وبالحرروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر پښت خوښه ته رجومه ي. نه م به لگه نامه به وه رگرښت، تکايه په ټوه ندي بکه به نه و ژماره ي خواره وه. نه م به لگه به هه ر وه ها به شينوازي نوسراوي کوزران، به چاپي گه زره و يان له سه ر سي دي هه په.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

Haddii aad rabto in dukumeentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumeentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ اس دستاویز کا ترجمہ چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123