



Golden Lane Housing

working in partnership with 

# We are here to listen

Complaints, compliments  
and suggested improvements

## Complaints

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We want you to be happy with the services you receive from us and we want to know when we get things wrong.

Every member of staff should aim to resolve issues first time, every time. If an issue has not been resolved when it is first brought to our attention then it becomes a formal complaint.

When dealing with a complaint we abide by three dispute resolution principles:

- **be fair** – treat people fairly and follow fair process
- **put things right**
- **learn from outcomes**

We want to improve on what we do by building on our successes and learning from our mistakes by:

- listening to your feedback, good or bad
- dealing with complaints efficiently and effectively
- keeping you up to date with progress
- being honest and open about the process

If we fail to deliver on our promises, you may want to make a complaint, this booklet tells you how to do it.

### Stage 1

We have a Customer Services team who you can make a direct complaint to by: (see back page for full details)

- calling us
- sending a letter
- emailing us

If you can't do this yourself, you can ask a friend or relative to help you. We will always try to resolve your complaint on the day we receive it. If we need time to look into it, we will acknowledge that we have received your complaint within three working days.

We will aim to provide you with a full written response within ten working days. If we can't get back to you within that time, we will explain why and tell you how long it will take.

Once a complaint is resolved we will send you a survey to see how well we have handled it.

## Compliments

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### Stage 2

If you feel your complaint has not been handled correctly you can ask to progress to Stage 2, Senior Management review.

Depending on the nature of your complaint, we will determine the most appropriate Manager to review your complaint and inform you, a written response will then be provided to you within 30 working days.

If you remain dissatisfied with the way we have handled your complaint after Stage 2, you can ask a designated panel or person ie your local councillor or MP, to review your complaint.

Alternatively you can escalate your complaint to the Housing Ombudsman Service eight weeks after you have exhausted our internal complaints procedure.

A list of MPs/councillors can be found at:

**[www.parliament.uk/  
mps-lords-and-offices/mps](http://www.parliament.uk/mps-lords-and-offices/mps)**

Our teams work hard to ensure the service we deliver meets the expectations of our customers and when we get it right we want to hear about it just as much as when we get it wrong.

Positive feedback also helps us to identify when something has worked well so that we can make sure we continue and that all our staff are informed of good practise.

We are also keen to hear about any suggestions you may have to improve our service.

We have a Customer Services team who you can make a direct compliment to by: (see back page for full details)

- calling us
- sending a letter
- emailing us

## Contact Golden Lane Housing

If you would like to get in touch with our Customer Services team:

**Call** 0300 003 7007

**Write to** Golden Lane Housing  
West Point  
501 Chester Road  
Manchester  
M16 9HU

**Email** [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)

**Go to** [www.glh.org.uk](http://www.glh.org.uk)

## Contact Housing Ombudsman

**Call** 0207 421 3800

**Lo call** 0845 712 5973

**Minicom** 0207 404 7092

**Fax** 0207 831 1942

**Write to** Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN

**Email** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Go to** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)