

Contacting us

Alternative language

We will always:

- ✓ do our best to resolve your complaint the first time you tell us about it
- ✓ send you a written acknowledgement of your complaint within three days at each stage of the process
- ✓ give you a reference number, name and contact details of the person who is dealing with your complaint at each stage of the process
- ✓ give you a response within 14 calendar days at each stage of the complaints process
- ✓ tell you if we can't meet this 14-day target and keep you informed of the reason for any delay and progress with your complaint
- ✓ tell you how to appeal after a decision at each stage of the complaints process
- ✓ treat your complaint confidentially
- ✓ publicise any changes to the services that are a result of complaints and suggestions
- ✓ involve a Board Director and one member of the Executive Management Team at stage 3 of the process
- ✓ send you a satisfaction survey once your complaint has been resolved to ask if you are satisfied with the way we handled your complaint.

Woodchurch Housing Office 0151 666 7001
woodchurchhousing@wphomes.org.uk

Rock Ferry Housing Office 0151 666 7002
rockferryhousing@wphomes.org.uk

North End Housing Office 0151 666 7003
northendhousing@wphomes.org.uk

Response Centre 0808 100 9596
housingrepairs@wphomes.org.uk

Wirral Partnership Homes
6 Europa Boulevard
Birkenhead
Wirral
CH41 4PE
Switchboard: 0151 606 3000
Fax: 0151 606 3001
www.wphomes.org.uk

Wirral
PARTNERSHIP
HOMES

business for neighbourhoods

Registered in England with Company No. 4912562. Housing Corporation Number: L4435.

Registered Charity No. 1106969. WPH/TP03-06/1

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتسويق مختلف، أو بحروف طباعة كبيرة، أو صوتياً أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم 0151 606 3000.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য পরবর্তীকালে হয় অথবা এটিকে আপনি অন্য কোনো ফরম্যাটে, বড় ফন্টের ছাপায়, অডিও বা ব্রৈলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪ ਵਿੱਚ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

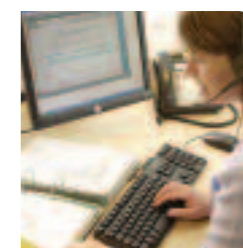
Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔

Would you like to complain, compliment or make a suggestion?



WPH



If you need this leaflet in large print, Braille, audio or a different language call 0151 606 3000

Would you like to complain, compliment or make a suggestion?

A guide to how you can let us know if you are happy or unhappy with our service.

We take the views of all our customers seriously. While we try to provide an excellent service, we know that sometimes things can go wrong, so we have developed a complaints, compliments and suggestions procedure.

We aim to be as helpful as possible to people who wish to complain, compliment or make a suggestion. The process is simple and easy to follow and we aim to resolve problems quickly.

We welcome all feedback and will use any complaint, compliment or suggestion to help us improve our service.

What do we learn?

We use your complaint, compliment or suggestion to identify areas of our service where we need to change or improve and look at how we can make these changes.

We keep records of all the complaints, compliments and suggestions we receive. We monitor them regularly to ensure we are dealing with them effectively and consistently.

We will inform our customers of any changes we make to our services as a result of your complaints, compliments and suggestions.

Make a suggestion

If you have a suggestion about how our services may be improved, we would like to hear from you. Your suggestions

may be about how we deliver the service or an improvement for our customers.

Compliments

If you are happy with any of our services or would like to thank one of our employees for doing something particularly well, we would like to hear about this too.

Complaints

We define a complaint as:

“An expression of dissatisfaction with the service received from Wirral Partnership Homes where our initial response to the problem has not proved to be satisfactory.”

We aim to provide the best possible service to customers, but if we get things wrong, please tell us and we will try to put them right.

Here are some examples:

- dissatisfaction with carrying out of a specific policy
- dissatisfaction with the way a decision has been reached or with the actions taken in carrying out that decision
- employee attitudes and complaints against our partners, customers, stakeholders and other interested parties
- complaints about our administrative process
- failure to achieve the published standards of quality of service
- failure to fulfil our responsibilities under law or contract.

We will not consider complaints where:

- they are made in an unreasonable, threatening or hostile way

- they are dealt with under a separate policy by WPH, such as, anti-social behaviour
- legal action has already started
- they are initial requests for services or requests for information.

We will record anonymous complaints and investigate the complaint to ensure we are not failing to deliver our services.

You can complain, compliment or make a suggestion by:

- completing a form, available from all our reception areas
- email
- phone
- asking for a home visit
- writing to us.

You have the right to have another person provide you with support and/or assistance at any stage. Examples of ‘another person’ include a friend, relative, carer or advocate.

What will happen if you want to make a complaint?

If you wish to make a complaint, we will do our best to resolve your complaint when you first contact us. If you are still unhappy or would like an official response from WPH, we will record your complaint and send you an acknowledgement within three days. Your complaint will then go through the following three stages:

Stage 1

The manager responsible for the service you are complaining about will deal with your complaint.

The manager will investigate your complaint and a response will be sent to you within 14 calendar days.

We hope your complaint is resolved to your satisfaction at this stage. If

not, you can appeal. To do so, you must contact the manager within seven calendar days of receiving their response, stating why you are still unhappy. The manager will send you an acknowledgement that you want to progress to stage 2, within three calendar days.

Stage 2

The Head of Department or a more senior officer will review your complaint and decide whether they agree with the decision of stage 1.

A response will be sent to you within 14 calendar days. If you are still unhappy with the response, you can appeal again. Contact the Head of Department within seven calendar days of receiving your response, and within three calendar days we will acknowledge that you want to progress to stage 3.

Stage 3

A Director from WPH Executive Management Team and a Board Director will meet you and review your complaint. We will respond to your complaint within 14 calendar days.

Compensation

In some instances you will be entitled to claim compensation. Details of how and when you can claim are outlined in our compensation policy.

If you are still unhappy after going through our procedure, what should you do?

You can contact the Housing Ombudsman on 0845 7125 973 or at info@housing-ombudsman.org.uk. This is an independent service that deals with complaints and other housing disputes against landlords and agents. You must contact them as soon as possible and no later than 12 months after completing our procedure. A leaflet about the Housing Ombudsman will be enclosed in our stage 3 response.