

Comments, Compliments and Complaints



This leaflet explains how to give feedback or make a complaint about services Southdown provides.

We encourage feedback so we can learn what we are doing well and where we need to make improvements.

Your feedback will be treated in confidence and will only be discussed with people who need to know.

Comments and compliments

Please send your comments and compliments using the Feedback form on our website, also available from Southdown staff, or email us at feedback@southdown.org

If you have concerns

If you have concerns about a service provided, please speak with support staff or the local manager, who will help you resolve your issues.

Making a formal complaint

If you wish to make a formal complaint, it is best to do so as soon as possible after a problem has been identified.

Activities we carry out whilst looking into a complaint will be written down so there is a clear record of the issues raised and actions taken.

You will be treated fairly and your complaint will not impact the quality of service you receive in the future.

Comments, compliments and complaints policy

Southdown has a formal policy to ensure all comments, compliments and complaints are treated fairly and dealt with in the same way.

Client / Tenant Consent

If you are making a complaint on behalf of a Southdown client or tenant, we will write to them and ask for their consent for Southdown to share their information.

If they do not consent to Southdown sharing their personal information, we will not be able to process the complaint.

Formal Complaints - Stage 1

- Make your complaint by letter or using our Feedback form, available on the feedback page at www.southdown.org/feedback or from Southdown staff, and send it to the Southdown address on the back of this leaflet.
You can also send an email to feedback@southdown.org, or speak to a member of staff who will write down your complaint and ask you to sign to confirm it is accurate.
- We will acknowledge your complaint within 3 working days.
- A manager will investigate and respond to your complaint within 10 working days of Southdown receiving it, or let you know if this is not possible.

Formal Complaints - Stage 2

If you are not satisfied with the Stage 1 outcome:

- Let us know within 30 days.
- A director will acknowledge this within 3 working days, telling you which manager will review your complaint.
- This manager will respond to your complaint within 10 working days, or let you know why it may take longer.

Formal Complaints - Stage 3

If you are not satisfied with the Stage 2 outcome:

- You can complain to the Chief Executive within 30 days.
- He will acknowledge this within 3 working days, telling you which manager or director will review your complaint.
- This manager or director will respond to your complaint within 10 working days, or let you know why it may take longer.

If you are still unhappy...

If you feel your concerns were not addressed through the investigation and formal response, or are not satisfied with the way your complaint was handled, you have the right to complain to external agencies which fund and regulate Southdown.

Tenants complaining about a housing issue can contact:

The Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN
Tel: 0300 111 3000

Clients / Tenants (or their advocates) complaining about the care / support they receive can contact:

- Care Quality Commission (CQC) – for residential care services
- The local funding agency (often the local authority) - for support services

Southdown staff can give you information about the above.

A client feedback form is available from Southdown staff or online:



www.southdown.org/feedback

Send your written comment, compliment or complaint to:

Southdown Housing Association
2 Bell Lane
Lewes
East Sussex
BN7 1JU



Email: feedback@southdown.org



Tel: 01273 405800