

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 about a service provided

Please speak with support staff or the local manager, who will help 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 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.

Reasonable adjustments

If you need the help of a translator or interpreter to make a complaint, please let us know and we can try to arrange this.

If you need more time during the complaints process because of a disability, let us know and, where reasonable, we will make exceptions to our deadlines.

Our formal complaints procedure

Stage 1

- How to make a complaint:
 - Use our online form at www.southdown.org/feedback.
 - Send our paper form (available from Southdown staff) or a letter to the Southdown address on the back of this leaflet.
 - Send an email to feedback@southdown.org.
 - 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 three working days.
- A manager will investigate and respond to your complaint within 20 working days of Southdown receiving it, or let you know why it may take longer.

Stage 2

If you are not satisfied with the Stage 1 outcome:

- Let us know within 30 days.
- A director/head of service will acknowledge this within 3 working days, and will review your original complaint and the related paperwork.
- The director/head of service will respond to your complaint within 20 working days, or let you know why it may take longer.

Complaints about a housing issue

Tenants can contact the Housing Ombudsman Service at any point during a complaint, to access further support if needed.

Contact details are on the back of this leaflet.

If you are still unhappy...

If you feel your concerns were not addressed through the investigation and 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

Email: info@housing-ombudsman.org.uk

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

Care Quality Commission (CQC)

Tel: 03000 616161 / **Email:** enquiries@cqc.org.uk

Website: <https://www.cqc.org.uk>

Or, the local funding agency (often the local authority)

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