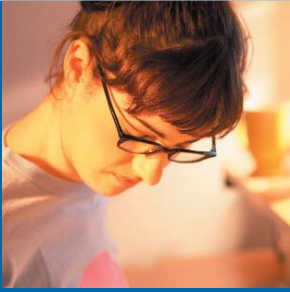




# HOW TO MAKE A COMPLAINT OR GIVE US A COMPLIMENT





It is important to us that we provide a good-quality service to all our customers; existing tenants, leaseholders, people applying for a home from us, people using our support services, and other people who may be affected by what we do. To do this, we need to know what you think about our services.

We learn from your compliments, complaints, suggestions or comments so that we can improve our services in the future.

When you tell us that we have done something well, we will look at how we can bring your experience to other people. When you make a complaint, we will deal with your complaint and look at how we can prevent the problem happening again.

## HOW CAN I TELL YOU WHAT I THINK OF THE SERVICE?

We want you to tell us when we:

- provided you with very good service;
- failed to do something we should have done;
- were slow or inefficient in helping you;
- treated you badly or impolitely; or
- provided an unsatisfactory service in any other way.

We always welcome any other comments or suggestions you have on the service we provide.

You can write to us, phone, e-mail or visit your area office. If you would like to visit the office, please make an appointment first so you don't have to wait. Feel free to bring someone with you, such as a friend, a relative, a professional advisor or an interpreter.

The addresses, phone numbers and e-mail addresses for all our offices are listed on page 8.



## HOW DO I MAKE A COMPLAINT?

Before you make a complaint, try to speak to the person you would normally deal with at your local office. Most problems can be sorted out quickly and easily in this way.

If this doesn't sort out the problem and you still want to make a complaint, please contact the customer services officer at your local area office – they are responsible for taking the details of the complaint and making sure that the right person is dealing with it. You can find the name of the customer services officers on our website: [www.knightstone.co.uk](http://www.knightstone.co.uk), or at your area office.

Please give us as much detail as possible about your complaint as this helps us to deal with it more quickly. Tell us what happened, when it happened, who was involved and what you want us to do about it.

If you want us to investigate your complaint, you should contact us within four months of it happening.

## HOW WILL YOU DEAL WITH MY COMPLAINT?

**Stage 1:** We aim to acknowledge your complaint as soon as we receive it and let you know who will be dealing with it. We aim to sort out the problem within 10 working days. You will receive a written reply from us, setting out what we will do.

If your complaint is complicated, it may take longer to deal with. In these cases, we will contact you regularly to let you know how it is progressing.

**Stage 2:** If you are not happy with our response, you can ask for your complaint to go to the senior manager in the relevant department – you need to do this within two months of our reply. He or she will review your complaint and will aim to reply to you within 10 working days.

**Stage 3:** If you are still not happy with our reply, tell us that you want your complaint to go to our appeals panel – you need to do this within two months of our reply. This panel will normally be made up of three people – one is usually a member of the Tenant Forum, and the other two are Board members. Staff do not take part in decisions made by the appeals panel.

You will have the opportunity to meet the panel personally. We will make these arrangements with you.



## HOW WILL YOU TREAT ME IF I COMPLAIN?

We will reply positively to your complaint. We aim to investigate any complaint about our service in a fair, sensitive and confidential way. We will not treat you negatively in the future because you have made a complaint. We value complaints because they tell us how we are doing and help us put right things that are going wrong.

We may not handle your complaint if we consider it to be unreasonable, for example, if we believe that you are asking us to do something illegal or which might break the rules within which we have to work. We will tell you clearly if we will not handle your complaint and the reason for our decision.

## WHAT IF I AM NOT HAPPY WITH THE OUTCOME?

If at the end of stage 3, we cannot sort out the problem to your satisfaction, you can ask the Housing Ombudsman to look at your complaint if you are one of our tenants or leaseholders.

The Ombudsman is an independent 'watchdog' who can investigate your complaint if our complaints procedure has not put things right. You can contact the Housing Ombudsman Service at:

81 Aldwych  
London  
WC2B 4HN

Phone: 020 7421 3800  
Low rate phone: 0845 7125 973  
Minicom: 020 7404 7092

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
[www.ihos.org.uk](http://www.ihos.org.uk)

We can help you to contact the Ombudsman if you want us to.

## WHAT HAPPENS IF MY COMPLAINT IS UPHELD?

We will apologise and take steps to put things right and make sure that the situation does not happen again. There may be times when we should pay compensation. We will tell you this in our written reply.

## TELL US HOW YOU RATE THE WAY WE DEAL WITH YOUR COMPLAINT

We monitor complaints to identify what we are getting right and what we are getting wrong. If you have made a complaint, we will ask you what you thought about the way we dealt with your particular complaint – we will do this by phone or by sending you a questionnaire. We use this information to improve our service.

## IF YOU WANT TO COMPLIMENT US

Everyone likes compliments and so do we! Compliments on our service are important to us. They tell us when we are doing things right, so if you feel that we have done something well, please let us know.



## CONTACT DETAILS

### Local offices

#### Bristol & South Gloucestershire

Backfields House  
Upper York Street  
Bristol BS2 8WF  
Phone: 0117 9848100  
Fax: 0117 9848191  
Email: bristol@knightstone.co.uk

#### Dorset & Hampshire

129A Commercial Road  
Poole BH14 0JD  
Phone: 01202 505480  
Fax: 01202 719085  
Email: poole@knightstone.co.uk

#### Chippenham office

Unit 3 Greenways Business Park  
Bellinger Close  
Malmesbury Road  
Chippenham SN15 1BN  
Phone: 01249 765600  
Fax: 01249 460165  
Email: chippenham@knightstone.co.uk

Website: [www.knightstone.co.uk](http://www.knightstone.co.uk)

#### Taunton office

Blackbrook Business Park  
Blackbrook Park Avenue  
Taunton TA1 2PX  
Phone: 01823 624200  
Fax: 01823 443016  
Email: taunton@knightstone.co.uk

#### Central office

Station Road  
Weston-super-Mare BS22 6AP  
Phone: 01934 524300  
Fax: 01934 522361  
Email: kha@knightstone.co.uk

## ALTERNATIVE FORMAT

If you would like a copy of this in your own language, in large print, or on audio tape or pc disc, please write to us, at the address shown on the back cover, specifying which language or format you would to receive.

### CHINESE 告訴我們你的想法

如果你希望得到一份你自己語言的版本，請在格子內剔上。在下面填上你的姓名及地址，然後將之寄回中央辦事處。

### GUJARATI તમારો શું અભિપ્રાય છે તે અમને કહો

જા તમને આના નકલ તમારા પાતાના ભાષામાં જોઈએ, તો મહેરબાની કરીને બોક્સમાં નિશાની કરો. નીચે તમારું નામ અને સરનામું લખો અને અમારી સેન્ટ્રલ ઓફિસમાં મોકલી આપો.

### KURDISH بیرو پای خۆتمان بێ بلی

ئەگەر کۆپی یەکی ئەم نووسینەت بە زمانی خۆت دەوێت. تکایە نیشانیەک لەم بۆکسە بە ناوی خۆت و ناو نیشانت لە خوارەوە پر بکەرەوه و ئەمەمان بۆ بنێرە بۆ نووسینگەی سەرەکی مان.

### SOMALI Noo Sheeg waxaad ku fikirayso

Hadaad ku rabto kobi(Nuskhad) afkaaga hooyo,fadlan xariiq ku samee afar-geestan. Hoos Ku qor magacaaga iyo meesha lagaa helo islamarkaana ku so celi xafiiskayaga dhexe.

### TURKISH Ne düşündüğünüzü bize bildirin

Eğer bunun kendi dilinizde hazırlanmış bir nüshasını istiyorsanız, lütfen kutuyu işaretleyin. Aşağıya adınızı ve adresinizi yazın ve bunu Merkez Şubemize (Central Office) gönderin.

### URDU اپنی رائے سے ہمیں آگاہ کیجئے

اگر آپ کو اس دستاویز کی کاپی اپنی زبان میں چاہیے تو برائے مہربانی اس خانے کو بنگ کریں اور نیچے اپنا نام اور پتہ لکھ کر ہمارے مرکزی آفس میں واپس بھیجئے

### VIETNAMESE Cho chung toi biet y kien qui vi

Nếu quý vị muốn lấy một bản bằng tiếng quý vị, xin thềch vào ô vuông. Để tên và địa chỉ quý vị dưới đây và gửi trả lại Phòng trung ương chúng tôi



## **Knightstone Housing Association**

Central Office

Station Road

Worle

Weston-super-Mare BS22 6AP

Phone: 01934 524300

Fax: 01934 522361

Email: [kha@knightstone.co.uk](mailto:kha@knightstone.co.uk)

**[www.knightstone.co.uk](http://www.knightstone.co.uk)**

Knightstone Housing Association is a charitable housing association  
and a member of Arcadia Housing Group

How to make a complaint or give us a compliment  
April 2008