



Customer Care

Making a complaint

Did we get it wrong?
Let us try to put it right



**Service
Standards
inside**

KNIGHTSTONE



Tell us what you think of our service

Who can make a complaint?

All of our customers including:

- Residents
- People applying for a home from us
- Homeowners
- People using our support services
- Others who may be affected by what we do.

How can I tell you what I think of the service?

We want you to tell us when:

- We fail to deliver a service
- You're unhappy with the standard of our service or a service delivered on our behalf by another company, for example, a maintenance contractor
- You're unhappy with our response when you request a service

- You're unhappy with our attitude or behaviour or a member of staff from a company acting on our behalf
- You're unhappy about our policies or how they've been used
- You feel you've had a really good service.

How do I make a complaint?

You can make a complaint in any way you choose:

- In person
- Phone
- Email
- Fax
- Letter
- Website.



Complaints can be made to any member of staff. Try and speak to the person you would normally deal with, or contact the Customer Information Team on your local office number. They'll be able to help or direct you to the right person.

The person who'll deal with your complaint will be known as your Case Officer.

What if I need help making a complaint?

We'll ask if you need any support so you're fully able to make a complaint

Complaints Procedure

• Stage One

When you contact us to make a complaint you'll be allocated a Case Officer, who'll investigate and take action to resolve your complaint

• Stage Two: Complaints Review Panel

If you're unhappy with the outcome at Stage One, your complaint will be passed on to a Senior Manager who'll be your Case Review Officer. They'll arrange for a Review Panel to look at the findings of Stage One and consider any further information.

The Review Panel is made up of people who haven't had any previous involvement in your complaint and are not employees of Knightstone. You're encouraged to attend the Review Panel meeting.

• Stage Three: External

If you're unhappy with the outcome at Stage Two, we'll tell you what options you have to take your complaint to an external body, such as the Housing Ombudsman Service.

Please note we only deal with a complaint regarding an issue which is less than 12 months old.

Compliments

Compliments on our service are important to us. They help us to know when we've got things right, so if you feel we've done something well, we'd love to know.

Our full Complaints and Compliments Policy is available on our website:
www.knightstone.co.uk/complaintsandcompliments.

If you'd like us to send you a copy please call the Customer Information Team.

Service Standards

our promise to you

We promise to:

- Make it easy for you to complain
- Take your complaint seriously
- Give you confidence something will be done and that we'll try to make things right
- Give you a named contact and reference number
- Resolve complaints at the earliest stage and as quickly as possible
- Offer extra support if you need it, for example interpreting
- Always let you know what to do if you're not satisfied.

How we will do it. We'll:

- Make sure all staff can advise you on how to make a complaint
- Deal with your complaint as quickly as possible
- Publish information in the resident's handbook, on the website and make it available in our offices
- Take you seriously and trust you
- Listen to you, ask what you think should happen, then agree action and timescales
- Keep you updated on progress, including action taken and timescales
- Share learning from complaints across the organisation to make sure we get it right first time
- Publish information on complaints annually.

Why this is important

We treat all complaints seriously

Whatever happens we want to learn what has gone wrong so we can change how we work and improve our service to you.

What to do if things don't improve

- If you're still unhappy, speak to our Customer Information Manager who will investigate using the complaints procedure
- A copy of the complaints procedure is available on our website or we can send you a copy if you request it.

We'll monitor our performance by: monthly review by managers and quarterly review by the Resident Involvement Strategy Group.



Central office

Station Road
Worle
Weston-super-Mare
BS22 6AP
Tel: 01934 524300
Fax: 01934 522361

Alternative format request

If you need this information in another format, just call your local office.



Local offices

Bristol

Backfields House
Upper York Street
Bristol BS2 8WF
Tel: 0117 984 8100
Fax: 0117 984 8191

Poole

129A Commercial Road
Parkstone
Poole BH14 0JD
Tel: 01202 505480
Fax: 01202 716085

Chippenham

Unit 3 Greenways Business Park
Bellinger Close
Malmesbury Road
Chippenham SN15 1BN
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