



Complaints Policy and Procedure

Leazes Homes Limited
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Leazes Homes Limited

Complaints Policy and Procedure

1. Policy Statement

- 1.1 Leazes Homes will investigate complaints as quickly as possible, keeping the complainant fully informed of the process. Complaints will be dealt with in an efficient, confidential and respectful manner. Where a complaint indicates a service deficiency then Leazes Homes will work to improve that service quickly.
- 1.2 Your Homes Newcastle (YHN) manages Leazes Homes' properties on behalf of Leazes Homes through a contract for the provision of housing management services. It is likely that the majority of complaints will be able to be resolved quickly by YHN staff. The first step of the complaints procedure reflects this position, but if you have been through this step and are not happy with the results of YHN's investigations, you can ask for a review of your complaint by Leazes Homes' Company Secretary.

2. What is a complaint?

- 2.1 A complaint is when you tell us you are not happy. For example if:

- We do not deliver a service on time
- We give the wrong information
- You receive a poor quality of service
- You are not happy with a member of staff in some way

Our complaints process is for the services we operate or YHN provides to you on our behalf.

If you are experiencing anti-social behaviour, please contact YHN's HASBET (Housing Anti-Social Behaviour Enforcement Team) direct on 0191 278 8740 or via your YHN housing office, customer service centre or online at newcastleasbunit@yhn.org.uk

3. How do I make a complaint?

- 3.1 Please tell YHN about your complaint as soon as you can. This makes it easier for us to investigate your complaint for you. You can tell YHN in person, by phone, by letter, by the form in the YHN leaflet entitled Complaints or Compliments or online at YHN's website. YHN can be contacted at:

Customer Service Team
YHN House
Benton Park Road
Newcastle upon Tyne, NE7 7LX

Phone: 0191 278 8600
Email: yhnccc@yhn.org.uk
Website: www.yhn.org.uk

Please ask a member of staff if you need help to write your complaint or to fill in the form. If you prefer, a friend or relative can fill in the form for you.

If you prefer, you can ask a friend or relative to speak, or write for you.

When you contact YHN, please make sure that you:-

- Give your name, address and phone number; and
- Tell the person you speak to what your complaint is.

If your complaint is about a member of staff, you should inform their manager, not other members of staff.

4. How will we deal with your complaint?

Step 1 Formal Complaint

At this stage you should put your complaint in writing. You can do this by:

- Letter
- Using our [online Complaints and Compliments form](#)
- emailing us at yhncomplaints@yhn.org.uk
- We will contact you within three working days, or for complaints received by email, within one working day to let you know we have received your complaint.
- We will give you a reference number and the date you can expect to receive a full written response to your complaint. If you do not receive a reference number within three working days, please contact us on 0191 278 8600.
- We will tell you the name of the manager who will investigate your complaint as this will make it easier for you to contact the person dealing with your complaint if you need to.

The manager will:

- Contact you, if necessary, to fully understand your complaint
- Investigate your complaint
- Take any necessary action
- Apologise for any inconvenience or stress caused
- Make sure you receive a full written response within 10 working days

If your complaint needs more investigation and we cannot send you a written response within 10 working days, we will write to you and let you know when you will receive a written response.

Step 2 Escalated Complaint.

If you have received a response to your complaint and you are not happy with the result, you can ask that your complaint is reviewed by Leazes Homes' Company Secretary.

You can do this by:

Letter addressed to the:-

Company Secretary
Leazes Homes Limited
Jubilee Court
Kenton Road
Newcastle upon Tyne
NE3 3BW.

- Filling in and sending the form at the back of the YHN leaflet entitled Complaints and Compliments. You can send this Freepost
- Using YHN's on-line complaints form by visiting YHN's website or emailing us at yhnccc@yhn.org.uk and ask that your complaint be reviewed by Leazes Homes' Company Secretary.

YHN will contact you within three working days, or for complaints received by email, within one working day to let you know we have received your complaint.

You will be given a reference number and the date you can expect to receive a full written response to your request for review. If you do not receive a reference number within three working days, please contact YHN on 0191 278 8600.

Leazes Homes Company Secretary will review your complaint and will:

- Take any necessary action
- Apologise for any inconvenience or stress caused
- Let you know when you can expect to receive a full written response on the outcome of the review.

If you are still unhappy after Leazes Homes Company Secretary has reviewed your complaint, you have the right to approach a Designated Person to facilitate a resolution.

The Designated Person

If you have completed both steps of Leazes complaints process you can contact a designated person to request a review of your complaint. A designated person is any local councillor or any MP. Newcastle City Council's website will tell you who your councillors and MP's are. Visit www.newcastle.gov.uk

The designated person can act on your behalf to review your complaint with Leazes Homes. At the end of a review the designated person can make recommendations to

Leazes Homes; however they have no powers to enforce their recommendations. The only legally defined power that the designated person has is to refer a complaint to the Independent Housing Ombudsman.

The Housing Ombudsman Service

The Ombudsman Service is an independent body which deals with disputes between social landlords and their tenants. You can contact the service directly without approaching a designate person if you wait for a period of eight weeks after your complaint has been closed at Step 2 of YHN's procedure. Or you can ask a designated person to refer you to the Ombudsman.

You can contact the Housing Ombudsman Service at:

81 Aldwych,
London,
WC2B 4HN

or email info@housing-ombudsman.org.uk or telephone: 0300 111 3000.

5. Who should I contact

You can call into Leazes Homes or YHN offices or customer services centres to find out how to make a complaint. You can also contact Leazes Homes or YHN using the contact details detailed in this Complaints Policy and Procedure.

YHN Housing offices:

- Outer West Customer Service Centre
West Denton Way
NE5 2Q2

Tel: 0191 2777940 or Email: outerwest@yhn.org.uk

- West End Customer Service Centre
Condercum Road
Benwell
NE4 9JH

Tel: 0191 2771484 or Email: westend@yhn.org.uk

- Kenton Customer Service Centre
Kenton Centre
Hillsview Avenue
Kenton
NE3 3QJ

Tel: 0191 2774360 or Email: northkenton@yhn.org.uk

- East End Customer Service Centre
83-85 Shields Road
Byker
NE6 1DL

Tel: 0191 2781566 or Email: eastend@yhn.org.uk

- Walker Customer Service Centre
Walker Centre
Church Walk
NE6 3BS

Tel: 0191 2788455 or Email: walker@yhn.org.uk

YHN sections:

- Adaptations 0800 091 1255
- Community Care Alarm Service 0191 278 8699
- Customer Involvement 0191 278 8720
- Envirocall 0191 274 4000
- Gas servicing and repairs 0191 278 3218
- HASBET (Housing Anti-Social
Behaviour Enforcement Team) 0191 278 8740
- Newcastle Furniture Service (NFS) 0191 278 1888
- Repairs Centre 0191 277 8888
- Your Choice Homes 0191 277 2020
- Young People's Service 0191 277 1190

6. Is there anyone else who can help?

Apart from asking for help from a friend or relative, you can contact an independent person or organisation, such as:

- Your local councillor
- Your MP
- A solicitor
- Citizens Advice

Citizens Advice
Unit 12 Shopping Centre

Cruddas Park
Newcastle upon Tyne
NE4 7RW
Phone: 0844 499 4717

Moorside Court
Cowgate
Newcastle upon Tyne
NE5 3AP
Phone: 0844 499 4717

St Cuthbert's Chambers
35 Nelson Street
Newcastle upon Tyne
NE1 5AN
Phone: 0844 499 4717

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