

Comments, compliments and complaints

# Give us your feedback



## Translations

If you need any part of this information in Braille or audiotape, or explained in a different language, please contact Customer Services on the number below.

### Albanian

Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

### Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على اسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

### Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

### Farsi

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

### French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

## **Portuguese**

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

## **Somali**

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

## **Spanish**

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

## **Tigrigna**

ናይ እዚ ሓበሬታ እዚ ዝኾነ ክፋል ብብሬል፡  
ብሲዲ ወይ ብፔፕ ካሴት ንምርካብ  
እንተደሊኹም ወይውን ብቋንቋኹም ሙብርሂ  
እንተደሊኹም በጃኹም በዚ ኣብ ታሕቲ ዘሉ  
ቁጽሪ ስልኪ ደዊልኩም ኣዘራርቡና።

**020 8354 5500**

## Give us your feedback

We welcome feedback on our services, whether you are one of our tenants, shared owners or leaseholders, applying for a home with us, or affected by our work in some other way.

### **You can give us:**

- comments - for example, suggesting ways for us to do things better
- compliments - to let us know if we did something really well
- complaints - to tell us you are unhappy with our service.

### **You can do this by:**

- talking in person to a member of staff
- phone or fax
- emailing us
- writing us a letter
- filling in the form at the end of this booklet
- asking a relative or someone else to contact us for you; or
- using the online complaints form on our website.

## **Our service standards - what you can expect**

If you give us comments or suggestions, we will always let you know we have received them and keep you informed.

### **Making a complaint**

When you make a complaint, we will:

- contact you within three working days to say we received it
- phone you to discuss the complaint within five working days
- aim to send you our full response within 10 working days and
- apologise and put things right quickly when we have done something wrong.

If you contact us on separate occasions about the same complaint, we will look into this as one complaint.

### **Not satisfied with our initial response to your complaint?**

If you are not satisfied with our response, you can ask us to take things further, but you need to do this within 20 working days of our response.

We will pass on the details of your complaint, and how we responded, to one of our senior managers. We will write within three working days to confirm they received the details. The senior manager will aim to respond in full within 10 working days.

## **Still not satisfied?**

If you are not satisfied with the response from our senior manager, you can ask for your complaint to go to our Complaints Panel, but you need to do this within 20 working days of our second response. The Panel is made up of Board and Committee members, and includes a tenant.

When the Panel meets, you can choose to attend and bring someone with you if you wish. The Panel will hear from you and Octavia staff before making its decision. The decision is final and marks the end of our complaints process.

## **The Housing Ombudsman**

If you get to the end of our complaints process, and you are still not satisfied with our response, you can take your complaint to the Housing Ombudsman. You must do this within 12 months of the Complaints Panel meeting.

The Housing Ombudsman Service will investigate, before writing to you and us with their decision and any recommendations.

You can contact the Service by:

- phoning 020 7421 3800, or 020 7404 7029 if you use a textphone
- faxing 020 7831 1942
- emailing [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- writing to: The Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN.

If your complaint is about a care and support service that we provide then the Housing Ombudsman Service does not deal with these. In these cases we will let you know the details of another organisation that you can contact.

### **When our complaints process does not apply**

We will have to handle your complaint differently if, for example:

- you are taking legal action related to your complaint
- the complaint you want to make is not about us but about another organisation or person
- you are also making a significant insurance claim (unless you want to complain about the way we handled this).

If any of these apply, we will talk to you about what action you can take instead.

### **Compensation**

If our failure to provide a good service costs you money or causes you a great deal of inconvenience, we may pay you compensation.

For more information, call Customer Services and ask for our booklet on compensation.

Please detach and send your completed form to:

**The PA to the Director of Housing and Care**

**Octavia Housing**

**Emily House**

**202-208 Kensal Road**

**London**

**W10 5BN**



## Feedback form

Your name

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Your address

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Your email address

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Daytime Phone

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Date

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Are you making a:

Comment  Compliment  Complaint

(You can tick more than one)

What is your feedback?



Have you contacted us about this before?

Yes  No  If yes, please tell us what happened.

If you are making a complaint what do you think we should do about it?





Octavia Housing  
Emily House  
202-208 Kensal Road  
London  
W10 5BN

**T:** 020 8354 5500

**F:** 020 8354 4280

**E:** [info@octaviahousing.org.uk](mailto:info@octaviahousing.org.uk)

**[www.octaviahousing.org.uk](http://www.octaviahousing.org.uk)**