

How to make a complaint



We make every effort to keep standards high.

However, there may be times when our services do not meet your expectations.

Your opinions are very important to us and we want to hear from you if you feel that we have got something wrong or failed to deliver a service to a high enough standard.

By using our complaints process, you can give us the opportunity to put things right quickly and effectively.

What is a complaint?

At Gateway, we define a complaint as:

‘any dissatisfaction about something we have or have not done, or the standard of service we have provided or someone else has provided on our behalf’.

What is not a complaint?

We will not treat any of the following as a complaint.

- Repairs that you have **not** already reported.
- Repairs that are not completed or only partly completed, but are still within our completion timescales.
- Residents chasing non-urgent repairs for the first time.
- New reports of harassment or antisocial behaviour.
- New applications for transfers or requests for mutual exchanges.
- Requests for advice or information.
- Anything that you have not previously reported on is within timescale (for example, if our timescales say we have to do a repair within seven days, you cannot complain that it hasn't been done until that time limit has passed).

We will not use this procedure to respond to legal action against us. If legal action is taken against us, we will stop any investigation we are making into a related complaint.

We will also not investigate any incident that is over one month old when you first reported it.

Our service promise

How to complain

We accept complaints in any of the following ways.

- **Phone** – call our complaints number on 020 8709 4414. We will record your call.
- **Letter** – write to Gateway, 409-13 Mile End Road, London, E3 4PB.
- **In person** – at our head office (as above). We will also accept complaints from another person on your behalf.
- **Email** – send your email to complaints@gatewayhousing.org.uk
- **Website** – visit www.gatewayhousing.org.uk and click on ‘make a complaint’.



Help with making a complaint

We want to make it as easy as possible for you to make a complaint. If you ask, we will provide:

- translations of this leaflet into other languages;
- an interpreting service by phone;
- this leaflet in large print, in Braille or on audio tape; and
- home visits, if you find it difficult to leave your home.

It helps us if you fill in a complaints form as it is more likely we will get all the information we need.

How we will treat your complaint

We take all complaints seriously. We will treat all sensitive information you give us in confidence, in line with the Data Protection Act 1998.

The complaints process

Our complaints process has three internal stages and an independent appeal stage.

We will try to sort out your complaint at each stage so you do not have to continue through the complaints process. We will record all complaints we receive and report on how we have performed in the residents' annual report. We will contact you once we have sorted out your complaint to find out if you were satisfied with the outcome.

Stage one

We will confirm in writing within two working days that we have received your complaint. We will investigate your complaint and send you a full response within 10 working days of receiving your complaint (or a letter telling you when you will receive a full response if we are not able to investigate thoroughly within this time).

Stage two

If you are not satisfied with our response to stage one, you can move to stage two.

We will refer your complaint to the Chief Executive who will oversee a more in-depth investigation. We will send you a written response within 15 working days.

Stage three

If you are not satisfied with our response to stage two, you can move to stage three.

We will invite you to meet a panel to discuss your complaint within 20 working days. The panel will include a board member, one of our directors and at least one representative from the Residents' Forum. The panel will be held at a time and place to suit you and us.

The panel will decide if we have:

- followed our policies and procedures;
- acted fairly; and
- been sensitive to your needs.

We will write to you with their decision within seven working days of your meeting with the panel.

Stage four

– independent appeal

In most cases, you should contact the Independent Housing Ombudsman.

You can contact the ombudsman at any stage of our internal complaints process but we recommend that you go through all three stages first. We do not have any control over the length of time this appeal stage takes.

You can get a copy of the full complaints process from us by calling 020 8709 4300.

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



Awarded for excellence



INVESTOR IN PEOPLE



North River Alliance

Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

General enquiries: 020 8909 4409

Fax: 020 8709 4400

Email: enquiries@gatewayhousing.org.uk

www.gatewayhousing.org.uk

This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.

