



Let us know...
compliments,
complaints
and suggestions



creating communities to be proud of

If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact communications on 0845 849 2000 or email communications@shorelinehp.com.

A → A



We aim to provide a high standard of service to you, our customers. We value feedback on all our services, and recognise your right to compliment, complain or make a suggestion about the service you receive. We are committed to making sure that we use customer feedback to continuously improve services to your satisfaction.

Whether you have a small problem or you want to make a formal complaint, say a thank you for a job well done or you have an idea for how we can make things better, **let us know**.

We will discuss all compliments, complaints and suggestions that we receive and respond to you in person if you provide your contact details or through Shoreline News, our tenants' newsletter.

Compliments

If we have done something well or you think a Shoreline employee deserves a special thank you, let us know.

Email: letusknow@shorelinehp.com
Telephone: 0845 849 2000
Write to: Corporate Quality Officer
Shoreline House
Westgate Park
Charlton Street
Grimsby
North East Lincolnshire
DN31 1SQ

Visit: www.shorelinehp.com
Or complete the form at the back of this leaflet

Letting us know what we do well will help us recognise what is important to you and to continue to provide quality services that are valued by the community.

Suggestions

If you have any ideas or suggestions for how we can improve our services for the better, please let us know.

We value customer feedback and recognise that you play a valuable part in developing, improving and changing services for the better.

And...if we use your suggestion to improve our service you could be in with a chance of winning one of four £25 shopping voucher prize draws a year.

Email: letusknow@shorelinehp.com
Telephone: 0845 849 2000 option 5
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Complaints

You can complain about any aspect of the service we provide, or our failure to provide a service for you. If you have general concerns about the way you have been dealt with, either by an individual, or the wider system, you can make a complaint about that too.

There is a set procedure for the way you should be dealt with if you make a complaint. The officer at your first point of contact with us should clearly explain the Complaints Procedure to you and offer guidance and help if you need it.

We want to make our system easily accessible and simple to use. We do not want anyone to be put off by form filling or red tape. If you do not want to fill in a form just explain the problem to a member of Shoreline or, if you would prefer, the Corporate Quality Officer. They will make sure that your complaint is entered into the system.

Please do not be afraid to express your concerns.

We want the opportunity to look into any problems and take appropriate action.

Informal complaints

There may be times when you are unhappy with the service you have received. No matter how hard we try to get it right there may be occasions when things simply go wrong.

Please let us know so that we can apologise, put things right and try to make sure that it doesn't happen again.

You can report an informal complaint by telephoning the service area directly on 0845 849 2000 or by visiting one of our offices.

We will try to sort out your problem straight away at this first stage with the service area and team responsible.

If you are unhappy with this process or our response, you can make a formal complaint directly to our Corporate Quality Officer.

In any event if you are not satisfied with our initial response you have the right to take the complaint to the next stage.

Formal complaints

There are three stages to the Complaints Procedure.

Stage One

We will acknowledge your complaint by letter within two days of receiving it. The letter will tell you who is dealing with your complaint and by what date they will respond. This date should be within 10 days of us receiving your complaint.

Stage Two

If you are not satisfied with the response, this will be reviewed by a Director.

We aim to respond to your complaint as soon as possible. However, some investigations may take longer than others, but you will receive your final response within 15 days.

Stage Three

If you are still dissatisfied you have the right to request a Review Panel. The Panel is made up of Board Members.

They will review all the matters considered by the previous stages and make recommendations to our Chief Executive based on their findings and conclusions. You will be advised of the outcome within 15 days.

The Ombudsman

If for any reason you do not feel able to deal with us in respect of your problems or complaints, or you are not satisfied with your treatment, the process, or its outcome, you have the right to contact the Ombudsman. However, the Ombudsman will normally get involved in your case after you have been through our full complaints procedure and failed to have your complaint resolved.

Details of how you can contact the Ombudsman are listed below:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Tel: 020 7421 3800
Local-call 0845 712 5973
Fax: 020 7831 1942
Minicom: 020 7404 7092
Email: info@housing-ombudsman.org.uk
Website: www.housing-ombudsman.org.uk

General Support

You may not feel able or confident enough to go through the process on your own. If this is the case we can put you in touch with support or advisory groups who will help you. If you just need to talk to someone to get guidance or support, you can contact our Corporate Quality Officer at;

Shoreline House
Westgate Park
Charlton Street
Grimsby
North East Lincolnshire
DN31 1SQ

Telephone – 0845 849 2000

Vexatious Complaints

Under our policy, we reserve the right to class complaints as unreasonable, frivolous or vexatious and not accept them for further action. We may also take this view at any time during the handling of a complaint. We class the following types of complaint as vexatious;

- Persistent, excessive and / or unwarranted complaint about the same matter, and / or which is pursued by a complainant when appropriate procedures have been followed and exhausted.

If your complaint is classed as vexatious, we will write to you to tell you how it will be dealt with.

Your thoughts

When your formal complaint is completed, we will send you a short satisfaction survey to find out how you thought we handled it, what you thought of the process and how you think we can improve. We would be grateful if you could take five minutes to fill in the survey and return it to us. We value your feedback and use your comments to help improve the service we provide.

So, how are we doing?

We will report details of how we have been dealing with complaints, compliments and suggestions in our customer service offices, on our website – www.shorelinehp.com and in our quarterly tenants' newsletter – Shoreline News. Letting you know where you have helped improve and develop services for the better.

Please sign this form.

Your signature:

Date: / /

If this is a complaint and you believe you have received less favourable treatment because of your gender / race / disability or any other reason, please tick this box.

To help us make sure that we are involving all sections of the community please can you give us the following information:

My age group is: (please tick one box)

16-17

18-24

25-44

45-59

60+

My ethnic origin is:

White

White British

White Irish

any other White background

Black or Black British

Caribbean

African

any other Black background

Mixed

White and Black Caribbean

White and Black African

White and Asian

any other mixed background

Asian or Asian British

Indian

Pakistani

Bangladeshi

any other Asian background

Chinese

Chinese

Any other ethnic group

any other ethnic group

Do you have a disability?

Yes

No

Are you:

Female

Male

When you have filled the form in, please send it to:

The Corporate Quality Officer
Shoreline House
Westgate Park
Charlton Street
Grimsby
North East Lincolnshire
DN31 1SQ

We will acknowledge that we have received your complaint within two working days

0845 849 2000

www.shorelinehp.com

info@shorelinehp.com



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