

## COMPLAINTS PROCEDURE FOR CLIENTS / SERVICE USERS

### POLICY STATEMENT

You have the right to complain if you feel that the service you have received, the way you have been treated by an Exaireo worker or volunteer, when we have not done something which was agreed, or if you are unhappy about anything else concerning The Exaireo Trust Ltd.

If you want to write down your complaint but have problems with writing or language; please ask an Exaireo worker to help you. There is a form, which you can fill in with the details of your complaint.

Action will then be taken, and you will be told the outcome of this action. Exaireo are a signatory to the Housing Ombudsman's Complaint Handling Code.

### WHAT TO DO

If you have a complaint, please do the following:

#### **1 Tell an Exaireo Worker**

They will listen and try to explain the situation or otherwise try to sort out the problem quickly, there and then. They will keep a record of what you say and that you have complained. If you are not happy with their reply, you can make a formal complaint.

#### **2 Formal Complaint (Stage 1)**

To do this your complaint needs recording on a form. If you need help with doing this, a worker will help you. We will confirm that we have received and understood your complaint within 5 working days. We will look into the problem and let you know the outcome within another 10 working days of acknowledging the form. If you are not happy with the outcome, you can Appeal. The appeal is called Stage 2 of the Formal Stage.

#### **3 Formal Appeal (Stage 2)**

You can appeal the outcome to your formal complaint. To do this, please write to us and give details of why you are not happy and what you want done to put things right. If you need help doing this, a worker will assist you. We will confirm that we have received and understood your appeal within 5 working days.

A different Senior Manager or Trustee will look again at your complaint and let you know the outcome within another 20 working days of acknowledging the appeal. This will be Exaireo's final response but if you are still not happy with the outcome you have the option to take your complaint to the independent Housing Ombudsman.

#### **4 Independent Housing Ombudsman**

We sincerely hope that all problems will have been resolved after working through the above steps but, if we still have not been able to agree the outcome, you have the right to refer the matter to the Independent Housing Ombudsman.

You must have completed Exaireo's complaints process, having been through all the steps above. You must have cooperated with staff, at each stage, to help investigate and resolve your complaint. If you choose this option, please inform a senior manager that you are doing so.

You can get up to date information and make your complaint to the Housing Ombudsman online via the Housing Ombudsman Service website at: <http://www.housing-ombudsman.org.uk/>.

Alternatively, further contact details are:

**Housing**  
Ombudsman Service

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Phone: 0300 111 3000

Write to:  
Housing Ombudsman Service  
PO Box 1484  
Unit D  
Preston  
PR2 0ET

Exaireo staff will be happy to help you access and work with this service to finally resolve any remaining dispute.