

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 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 anti-social behaviour;
- new applications for transfers or requests for mutual exchanges or
- requests for advice or information
- care home residents can complain about any matter.



Any complaint must be made within six months of the event being complained about, or within six months of the complainant last contacting us about the issue.

There are no time limits on complaints regarding risk or safeguarding issues in care homes.

Safeguarding issues may be referred directly to the local authority and in these instances the local authority complaints policy will take precedence.

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.

Our service promise

How to complain

We accept complaints in any of the following ways.

- Phone – call our complaints number on **020 8709 4313**. 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**



“We will try to sort out your complaint at each stage so you do not have to continue through the complaints process.”

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 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 two 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 the Quality Assurance Officer (Care Services Manager for care homes) will 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 escalate to stage two by contacting us within 30 calendar days. We will refer your complaint to the Director of the service who will oversee a review. We will send you a written response within 15 working days.



Stage three

Independent appeal

You can contact a designated person for a local resolution straight away. This can be a local councillor, MP or a tenants panel recognised by us, or you can contact the Housing Ombudsman service once eight weeks has passed from the stage 2 decision.

You can contact the Ombudsman at any stage of our internal complaints process but we recommend that you go through all three stages first as they will usually refer you back to the landlord. We do not have any control over the length of time this stage of the appeal takes.





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.

Gateway Housing Association Limited

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]

