






How do I...

-  Make a complaint?
-  Give a compliment?
-  Offer a suggestion to improve the service?

We are committed to providing high-quality services to local people. There may be times when things go wrong and you are not satisfied with the services you are receiving. If this happens, we want to hear about it and try and sort it out straight away.

Our complaints procedure aims to make it straightforward for you to make complaints about our services. This leaflet explains how to make a complaint.

There may also be times when you want to praise someone or give a compliment, or you might want to offer a suggestion to improve our service. This leaflet also explains how you can do this.

? What should I do if I am unhappy with the service that I have received from H&F Homes?

If you have a concern or complaint, or even a suggestion about a specific service, you should get in touch with a member of staff, a service manager or a contractor who is working for us. Every attempt will be made to resolve complaints as early as possible at the point of service delivery.

Also, your local Citizens Advice Bureau will be able to assist you in filling out the complaints form or help you on your behalf.

The telephone numbers and addresses are on page 4.

? How do I make a formal complaint?

We want to know when our services have gone wrong so that we can put things right, and learn from our mistakes immediately. You can make a formal complaint in a number of ways, i.e. over the telephone, by email, by fax, in person to your local area housing office or Hammersmith & Fulham's complaints administration (contact details are on pages 3 and 4 of this leaflet).

You can also make your complaint by filling in the complaints form in the middle of this leaflet; or by filling in the form online via our website at www.hfhomes.org.uk.

H&F HOMES: A THREE STAGE FORMAL COMPLAINTS PROCEDURE

Stage One

Investigation by senior officers

The details of the complaint will be recorded and it will then be forwarded to the relevant section/area housing office. A senior officer will deal with it, who will respond within ten working days of receiving it.

If you are unhappy with the outcome at step 1, what can you do next?

Stage Two

Review by the H&F Homes chief executive

You can appeal within ten working days of receiving the reply to stage one by writing to complaints' administration. The H&F Homes chief executive will then investigate your complaint and a full response will be sent to you within ten working days.

Stage Three

Review by the council's chief executive

If you are unhappy with the outcome at stage two, you can request that the council's chief executive reviews your complaint. You will need to write to complaints' administration within 15 working days of receiving your stage two response.

The H&F Homes chief executive will review the complaint again to see if it can be resolved. If the H&F Homes chief executive decides that the complaint should proceed to stage three, you will receive a reply to your appeal from the council's chief executive within 15 working days. You will be advised in this response that this is the final stage of the complaints' procedure and that you will need to contact the Local Government Ombudsman if you wish to take the complaint further.

The Ombudsman is an independent person who investigates complaints about local councils. The Ombudsman's investigations are free and confidential.

The Ombudsman will only usually consider your complaint after it has been fully investigated by H&F Homes; however the Ombudsman does not have to investigate every complaint.

The Ombudsman can be contacted at:

The Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH

Tel 024 7682 1960

email: advice@lgo.org.uk

Lo-call: 0845 602 1983

Website: www.lgo.org.uk

HELP WITH YOUR COMPLAINT

Can I get help with my complaint?

If you have a complaint about any other Hammersmith & Fulham Council service, you should contact the Town Hall on: 020 8748 3020, or your local area housing office can give you the council's complaints leaflet.

Contact numbers:

Hammersmith Town Hall020 8748 3020
King Street
Hammersmith
London W6 9JU

Area housing offices:

Hammersmith North020 8753 4400
New Zealand Way
White City Estate
London W12 7DE

South Hammersmith020 8753 4427

3rd Floor, 145 King Street
Hammersmith
W6 9XY

Fulham North020 7385 3355

Clem Attlee Estate
Lillie Road
London SW6 7RX

South Fulham020 7386 6000

Fulham Town Hall
Fulham Broadway
London SW6 1ER

Where can I get independent advice?

Fulham Citizens' Advice Centre

The Pavilion, 1 Mund Street
London W14 9LY
Telephone: 020 7385 1322

Shepherds Bush Advice Centre

338 Uxbridge Road
London W12 7LL
Telephone: 020 8753 5910

If you feel that we have discriminated against you because of your race, sex, disability or sexuality, you can use this complaints procedure. You can also get help from the following organisations:

Commission for Racial Equality

Telephone: 020 7939 0000. Website: www.cre.gov.uk

Equal Opportunities Commission

Telephone: 0845 601 5901. Website: www.eoc.org.uk

Disability Rights Commission

Telephone: 08457 622 633. Textphone: 08457 778 878

? Are there any other ways in which I can get help with my complaint?

YES, you can ask your local councillor or member of parliament (MP) to take up your complaint.

You can obtain their name and address from your local area housing office or your local advice centre.

SUGGESTIONS & COMPLIMENTS

? What if I want to praise someone or give a compliment?

When things have gone well, H&F Homes staff are grateful to receive a telephone call or something in writing, if you feel this is appropriate.

Any compliments received will be acknowledged by a manager.

We have provided a form in the centre of this leaflet. You will find space here to make a complaint, give a compliment or make any general suggestions about the service.

Tell us your views

Over the page there is space for you to tell us what you think about the services provided by H&F Homes.

Once you have filled in the form, please detach this centre page from the leaflet and return it to one of the local area offices listed on pages 3 and 4, or post to:

Customer and Quality Services Manager
Riverview House
Hammersmith
London
W6 9AR
Tel: 020 8753 4557
Email: complaints@hfhomes.org.uk

You may be...

Giving a compliment

You may want to praise or compliment an individual or service. You can do that using this form or you can go to our website www.hfhomes.org.uk where you will see on the front page a way to nominate a member of staff for exceptional service or customer care. Please do take the time to let us know if you think someone's done a good job!

Making a complaint

H&F Homes is responsible for managing Hammersmith & Fulham Council's housing stock. We will deal with complaints about the services that we provide, for example: repairs, rents, estate cleaning, right-to-buy, tenancy issues, etc... let us know if you are not satisfied with the services you are receiving.

Offering a suggestion to improve the service

Let us know where you think we could improve.

I would like to make a...

complaint suggestion compliment

Name

Today's date

Telephone

Email

Please indicate the best way to contact you

Address

Thank you for your comments, please return this form to one of the local area offices listed on pages 3 and 4, or post to: Customer & Quality Services Manager, Riverview House, Hammersmith, London W6 9AR

Equal opportunities in housing

The people living in Hammersmith & Fulham form a diverse community and H&F Homes is determined to provide equal opportunities to all. H&F Homes needs to keep records to check it is being fair and the information requested will be used to make certain that all groups are getting an equal service. This information will remain confidential. **This information will remain confidential.**

Are you?

- Male Female

What age group do you fall into?

- 16 - 18 18 - 24 25 - 34 35 - 44
 45 - 54 55 - 64 65+

Do you have a long term illness, health problem, disability or infirmity that limits your daily life or the work you can do?

- Yes No

Please describe your ethnic origin:

Asian or Asian British

- Indian
 Pakistani
 Bangladeshi
 Any other Asian background
(please write in)

- Chinese or other ethnic group**
(please write in)

Black or black British

- Caribbean
 African
 Any other black background
(please write in)

Mixed

- White and black Caribbean
 White and black African
 White and Asian
 Any other mixed background
(please write in)

White

- English
 Scottish
 Welsh
 Irish
 Any other white background
(please write in)

"If you need any part of this document or publication translated into your own language, please speak to a member of staff in your local Area Housing Office (AHO) who will be pleased to assist you. Translation cards can also be found in the AHO's and there is a basic translation service on our website www.hfhomes.org.uk"

French

Si vous désirez qu'aucune partie de ce document ou publication soit traduite dans votre propre langue, veuillez parler avec un employé de votre Bureau Régional de Logement (Area Housing Office – AHO) local, qui vous aidera avec plaisir. Des cartes de traduction se trouvent aussi dans les AHO, et il y a un service de traduction basique sur notre site internet www.hfhomes.org.uk.

Spanish

"Si desea parte de este documento o publicación traducida a su idioma, por favor hable con el personal en su Oficina de Vivienda Local (Area Housing Office, AHO) quien tendrá gran placer en atenderlo. También podrá encontrar tarjetas de Traducción en AHO's así como un servicio de traducción básico en nuestro sitio web www.hfhomes.org.uk"

Polish

"W razie potrzeby przetłumaczenia niniejszego dokumentu lub publikacji na język polski, należy skontaktować się z członkiem personelu miejscowego biura mieszkaniowego (Area Housing Office – AHO). Biuro oferuje też karty z tłumaczeniami, a na naszej witrynie www.hfhomes.org.uk świadczone są podstawowe usługi tłumaczeniowe".

Tigrina

"ዘኸህን ብቲገቲኹም ዝተተርጉሙ ሰነድ ወይ ጽሑፍ እንተደለኹም ኣብ ዘናኹም ዘሉ ቤተ ጽሕፈት Area Housing Office (AHO) ክድኩም ምስ ሰራሕተኛ ተራኹሎ እኖም ክተሓሰቡኹም ትሩሳትን ሕጉሳት ኢኖም። ዝተተርጉሙ ወረታትቲ (ካርድስ) ኣብ AHO ይርከቡ። ከምኡ ዘድልዮኩም ዘኸህን ትርጉም ኣብ ሙርባብ ኢንተርኔት www.hfhomes.org.uk ተወክሉ።"

Somali

"hadii aad u baahan tahey qeyb ka mid ah dukumeetigan ama dabacaadan in lagugu turjumo luqadada hooyo, fadlan la hadal qof ka mid ah xafiiska guryaha ee xafadada (AHO) qofkaas oo diyaar u ah in uu ku caawiyo. Kararka turjubaanka waxaa kaloo laga heli karaa hooya AHOga iyo waxaa kaloo jira tujuuban fudud oo ku qoran webside keena. www.hfhomes.org.uk"

Arabic

" إذا احتجتم ترجمة أي جزء من هذه الوثيقة أو ترجمة مطبوعات أخرى إلى لغتكم الأصلية، نرجو الاتصال والتحدث مع عضو من أعضاء هيئة دائرة الإسكان في منطقتكم (AHO) الذي سيكون مسرورا لمساعدتكم . بطاقت الترجمة يمكن أيضا الحصول عليها من الدائرة المذكورة (AHO) وهناك خدمة ترجمة أولية على موقعنا الإلكتروني www.hfhomes.org.uk

Albanian

"Ne se deshironi ndonje pjese ose publikim te ketij dokumenti te perkthyer ne gjuhen tuaj j'u lutemi flisni me nje pjestar ne Zyren Lokale te Banesave per Zonen (AHO) i cili/e cila do te jete gati t'u ndihmoje. Gjithashtu mund te gjeni karta Perkthimi ne kete zyre (AHO), si dhe nje sherbim perkthimesh kryesore ne faqen tone te internetit www.hfhomes.org.uk"

Farsi

اگر نیاز دارید که بخش یا بخش هایی از این سند یا نشریه به زبان شما ترجمه شود، لطفاً با یکی از کارمندان اداره مسکن محل خود صحبت کنید و او در این رابطه به شما کمک خواهد کرد. کارت های ترجمه را نیز می توانید از ادارات مسکن محلی دریافت کنید. همچنین خدمات ابتدایی ترجمه در وب-سایت ما وجود دارد. www.hfhomes.org.uk"

Bengali

"এই দলিলাটির বা প্রকাশনাটির কোন অংশ যদি আপনি আপনার নিজের ভাষায় অনুবাদ চান, তাহলে অনুগ্রহ করে আপনার স্থানীয় এরিয়া হাউজিং অফিস (এ.এইচ.ও.) তে কোন একজন স্টাফের সাথে কথা বলুন যিনি আপনাকে সাদরে সাহায্য করবেন। এ.এইচ.ও. (AHO) তে ট্রান্সলেশন কার্ডও পাওয়া যাবে এবং আমাদের ওয়েবসাইটে www.hfhomes.org.uk কিছু মৌলিক অনুবাদ সেবার ব্যবস্থাও রয়েছে।"

Amharic

ሰነድ እንዲተርጎም ከፊልት አስፈላጊውን የግስተርጎሚያ ካርድ ከየሰፈር ሃውሲንግ ኦፊስ ወስድው በሞምላት ወይም በኢንተርኔት ላይ ወደ ዌብሳይታችን www.hfhomes.org.uk ጎራ በግለት አስፈላጊውን የትርጓሚ አገልግሎት ማግኘት ይቻላል።

Also available in large print, braille and on audio tape.

Visit our website www.hfhomes.org.uk

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INVESTOR IN PEOPLE