

customer feedback

(complaints, compliments and suggestions)



Customer Feedback

Three Rivers aims to provide you with the best possible service at all times. Feedback from our customers on the service that you have received and the service you would like to receive is essential to help us achieve this aim.

We recognise that sometimes things do go wrong and when this happens we would like to make sure that we deal with the situation fully in order to put things right. We therefore want you to tell us when there is a problem to ensure that other customers do not experience the same difficulty.

It also helps us to know when our customers think a part of our service is really good, or a member of Three Rivers staff has gone the extra mile in delivering the service, or what ideas you have for how the service could be improved. All of this information helps us in our aim to continually improve our service standards.

What issues can be raised?

Any issue about Three Rivers' services can be raised. All information about your experience of our services is useful, it can help us improve our service for you and all of our other customers.

How do I get in touch?

You can get in touch by any method that suits you including:

- Completing the form included in this leaflet
- Telephone
- Writing a letter
- E-mail
- Internet
- Visiting a Three Rivers office
- Speaking to a member of Three Rivers staff in your home

You will not be asked to provide any information in writing in order for your issue to be dealt with. However if you are making a complaint Three Rivers may have to ask you for written information if it is required by another organisation that is involved in the issue. If this is necessary a member of Three Rivers staff will be happy to help if you would like them to.

Contact Customer Services Team
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

Do I have to be a Three Rivers customer and get in touch personally?

No – we are keen to hear from anyone who has information on our services. If it is easier for you to get a friend, neighbour or independent advice agency to contact us on your behalf that is OK. We will also accept anonymous information although there are some occasions when it makes it difficult to follow issues up if the person providing the information does not want to tell us who they are.

How will I know what has been done with the information that I have provided?

Three Rivers will acknowledge all complaints, compliments and suggestions. If action is needed to put a specific problem right for you then you will be kept informed about what is happening by the person dealing with your complaint. We will also let you know if the information that you have provided has led to any general changes in the way that services are delivered.

The Complaints process

Because when you are making a complaint you are telling us that something has gone wrong we have a formal process for this information to pass through. We deal with all complaints in the strictest confidence.

Firstly you are invited to discuss your concerns with the front line member of staff as it may be possible to sort things out on the spot. However, if you remain unhappy the issue will be progressed through the complaints process.

To make sure that issues are dealt with as efficiently as possible your complaint will be dealt with at stage one initially and pass through stages two, three and four in order if this is necessary to find a satisfactory solution.

| Stage | Responsibility | Response time |
|-------|--|-----------------|
| 1 | The manager responsible for the service area that the complaint relates to. | 10 working days |
| 2 | The director responsible for the service area that the complaint relates to. | 15 working days |
| 3 | Chief Executive | 15 working days |
| 4 | Special Appeals Committee | 20 working days |

If you feel at any stage of your complaint that you need to take legal advice, you should contact the local Citizen's Advice Bureau, law centre, or a solicitor.

If you are still unhappy with the response that Three Rivers has provided after you have gone through all of the above stages, you can contact the Housing Ombudsman who will investigate complaints made against Housing Associations. The Ombudsman will only investigate your complaint if it has already been dealt with by Three Rivers Special Appeals Committee.

Housing Ombudsman

**81 Aldwych
London
WC2B 4HN**

**Tel: 020 7421 3800
Lo-call: 0845 7125 973
Minicom: 020 7404 7092
Fax: 020 7831 1942
E-mail: info@housing-ombudsman.org.uk**

Can I apply for compensation?

We recognise that at times when our service falls short, there may be a case for compensating a customer. Each case will be considered on an individual basis depending on the nature of the complaint.

There are circumstances, which fall beyond the Association's control. In such circumstances, no compensation will be available from Three Rivers.

A separate leaflet is available giving more information about Three Rivers compensation policy.

Your thoughts...

If you would like to use this form to tell us about the service you have received or how you think we could improve it please complete the details below. If you prefer you can contact our customer services team on: tel: 0191 384 1122 or e-mail: customer.services@threerivershousing.co.uk.

Mr/Mrs/Ms/Miss Full Name:

Address:

Tel No. (Home):

Tel No. (Other):

E-mail Address:

Please use this space and tell us what you think.

Have you been in contact with a Three Rivers employee about this already?

Yes No

If yes what is the person's name?

Signature:

Date:

Return this form free of charge to:-

Three Rivers Housing Group, Freepost DU226, Durham, DH1 5TG

We can produce this information leaflet in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى، أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਫਿੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا آپ کو ایک انٹریپرٹیر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Addresses

Head Office - Durham
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Sherburn Road Office
62/63 Bede Avenue
Sherburn Road Estate
Durham
DH1 2EN

Open: 10.00am - 1.00pm
Monday to Friday

Hartlepool Area Office
Central Buildings
Church Street
Hartlepool
TS24 7EB

Open: 10.00am - 1.00pm
Monday to Friday

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0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on www.threerivershousing.co.uk



Awarded for excellence



INVESTOR IN PEOPLE



POSITIVE ABOUT
DISABLED PEOPLE



Give respect Get respect



business for neighbourhoods