

We try to give you a good service, and our information leaflets tell you the level of service to expect. If you are unhappy with us, our complaints procedure gives you an easy way to tell us what's wrong and give us the chance to put it right.

Compliments

We want to make our customers happy and to reward staff who give good service. Please let us know when we are getting it right.

Complaints process



Type of complaint:	What happens:	Who will deal with my complaint:	When can I expect a response?
Informal complaint	If our frontline staff can deal with your complaint themselves, they will.	Complaint reviewed by customer service team	We will acknowledge your complaint within two working days and aim to give you a decision within 10 working days.
Stage 1	If you are unhappy about the outcome of an informal complaint, you can make a formal complaint.	Complaint reviewed by a manager/officer	We will acknowledge it within 2 working days, investigate and aim to give you a decision within 10 working days.
Stage 2	If you are not happy after Stage 1, you have two weeks to ask for someone more senior to look at your complaint.	Complaint reviewed by a manager/senior manager	They will aim to respond within 10 working days.
Stage 3	If you are still unhappy, you can ask for Unity's Board and/or Scrutiny Panel members to look at your complaint. You should do this within two weeks.	Complaint reviewed by a group of Board and/or Tenant Scrutiny Panel members	We will arrange for a panel to meet within 28 days of your request.



Feedback form

Your name.....

Address.....

 Tel.....

 Mobile.....

 Email.....

How old are you?

16 - 25

26 - 39

40 - 59

60 +

Are you:

Male

Female

Do you have a disability?

Yes

No

Which ethnic group are you from? (tick one box)

White British Irish

Other

Mixed Race White/Black Caribbean

White/Black African

White/Asian

Asian/Asian British Indian Pakistani

Bangladeshi Other

Black/Black British Caribbean African

Other

Other Chinese

Other.....

Feedback form

Details of your complaint or compliment:

What would you like us to do?

Signed.....

Date.....

Please return this form to:

The Complaints Manager
Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY



Useful contacts

To make a complaint

You can contact us using the details below:

Complaints Manager

After your complaint has been made, you can check progress with our Complaints manager.

 **0113 200 7751**

Housing Ombudsman Service

If the complaint has been reviewed by the Board and you are unhappy with their decision, you can contact:

Housing Ombudsman Service

**P.o Box 152
Liverpool L33 7WQ**

 **0300 111 3000**
(minicom)

web: www.housing-ombudsman.org.uk

Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

Unity Housing Association Ltd
113-117 Chapeltown Road, Leeds, LS7 3HY

 **0113 200 7700**

 uha@unityha.co.uk

web: www.unityha.co.uk



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Supporting BME Communities
and Multi-Cultural Neighbourhoods

Complaints & Compliments



**Have you got something to say
about Unity? We want to hear**