

## 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

### Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

### Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Fill in the form on this leaflet.
- Write to the Complaints Manager at the address below.
- Email us at ***uha@unityha.co.uk***

You can find out more about the services that we provide by looking at our other leaflets, which are also on our website.

### Our contact details

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

 **(0113) 200 7700**

Email: ***uha@unityha.co.uk***

Web: ***www.unityha.co.uk***



**Complaints & Compliments**



**What to do if you're not happy...or if you're very happy!**

**Leaflet 02  
Version 2 - Sept 2009**

## Our complaints service

We try to give you a good service, and our information leaflets tell you the level of service that you can 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.

**Compensation:** You can ask for compensation as part of your complaint. See our leaflet on 'Compensation' for more information.

If one of our contractors has let you down by missing two appointments for the same repair, we will give you £10 compensation for your time.

**Who to contact:** You can make a complaint to any member of Unity staff - they are all trained in our complaints procedure.

If you have a question about a complaint that you have made, you can contact our Complaints Manager in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**
- Write to the Complaints Manager at the address overleaf
- Email us at [uha@unity.co.uk](mailto:uha@unity.co.uk)

**Informal complaints:** If our frontline staff can deal with your complaint themselves, they will. We will acknowledge your complaint within two working days and aim to give you a decision within 10 working days.

## Formal complaints

**Stage 1:** If you are unhappy about the outcome of an informal complaint, you can make a formal complaint. We will acknowledge it within two 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. They will aim to respond within 10 working days.

**Stage 3:** If you are still unhappy, you can ask for Unity's Board to look at your complaint. You should do this within two weeks. We will arrange for a panel to meet within 28 days of your request.

## Housing Ombudsman Service

If you are unhappy with the Board's decision, you can take your complaint to the Housing Ombudsman.

Housing Ombudsman Service  
81 Aldwych  
London WC2B 4HN

 **0207 421 3800**      **0207 404 7092 (minicom)**  
[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### Q: What do you mean by 'complaint'?

**A:** We say that a complaint is when you contact us to tell us that you are not happy with the way that you have been treated by Unity.


If you are reporting something for the first time (e.g. a repair) then we do not class this as a complaint.

## Feedback form

Your name:.....

Address:.....

.....

 daytime:.....

 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	<input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Other
Mixed race	<input type="checkbox"/> White/Black Caribbean <input type="checkbox"/> White/Black African <input type="checkbox"/> White/Asian <input type="checkbox"/> Other
Asian/Asian British	<input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other
Black/Black British	<input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other
Other	<input type="checkbox"/> Chinese <input type="checkbox"/> Other.....

## Frequently asked questions

### Q: Do I have to write in to complain?

**A:** No, you can do it over the phone, during a visit to our office, or by email - whichever way suits you.