



Complaints and Compliments Procedure

Version 10: January 2018

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This procedure should be read in conjunction with our [Complaints and Compensation Policy](#) and [Customer Charter Standards](#).

Introduction

While we aim to provide an excellent service to our customers, we know sometimes things go wrong or expected standards may not be met. Every complaint provides us with an opportunity to learn, develop and improve.

This procedure provides guidance for employees on the administration and handling of complaints to ensure they are dealt with promptly, consistently and fairly.

Receipt of a complaint

Customers can make a complaint using the method they find the easiest, this could be by letter, phone, through our website, face to face or by email. Customers can also direct their complaint through their local councillor or MP.

Third parties or groups can make complaints, however disclosure will be required. When dealing with a group complaint we will liaise with a nominated person, elected by the group to act as their representative.

Anonymous complaints will receive the same consideration as other complaints and where sufficient information is given, an investigation will be undertaken.

What is a complaint?

A complaint is when:

- we have failed to meet a published service standard or have not acted in reasonable or agreed timescales;
- our approved policies or procedures have not been followed or correctly applied;
- we have failed to provide the quality of service expected;
- we have provided inaccurate or misleading information which has affected a customer; or
- we have unfairly discriminated against a customer;

Complaints about employees will be referred to Organisational Development for consideration.

If an employee needs advice or guidance before entering a complaint they should speak with their line manager or contact Customer Relations.

We reserve the right to deal with certain complaints in a different way, **Section 2.8 of the Complaints and Compensation Policy** outlines the circumstances when this would apply.

Enquiries

While a customer may say they want to complain, it may simply be a request for a service, or an enquiry that can be easily resolved at the first point of contact. A form is available to help gather relevant information from a customer – see **Appendix A**.

On receipt of an enquiry employees should:

- take all relevant information from the customer to determine if it is a complaint or an enquiry;
- take ownership and aim to resolve the issue as soon as possible, ideally on the same day;
- keep accurate records of customer contact on a relevant computer system and record details of any action taken to resolve the enquiry; and
- notify the customer of the outcome and check that their enquiry has been resolved to their satisfaction.

If a customer remains dissatisfied with the outcome of their enquiry, it should be referred to a relevant manager or Complaints Resolutions Team for further consideration as an informal complaint.

Receipt of a compliment

People often contact us to compliment the organisation on the level of service it has provided, giving positive feedback about their experiences. People can make compliments about the service they receive using the same methods as above.

Employees taking a compliment should log the details and pass the information to their line manager and the Communications Team at Merefield House. (Complaint / Compliment Form - **Appendix A**).

Unreasonable complainants

We may deal with complaints differently, or restrict access to the complaints process, where a customer is pursuing a complaint in an unreasonable manner, or their behaviour is deemed to be unreasonable.

Further information is available in our **Protocol for Complaints and Contact pursued Unreasonably or in an Unacceptable Manner**.

Informal complaints

All complaints will be dealt with informally in the first instance, unless a specific request has been made to enter a formal complaint; or if the nature, complexity or risk involved means the complaint needs to be dealt with formally.

To assist in the investigation of a complaint, employees should take the following information from the customer:

- name, address and contact details, including an email address where applicable;
- details of the complaint and the resolution required;
- details of any actions already taken, when and by who; and
- any other relevant information; including copies of any documentation, receipts, signed disclosure forms.

The complaint must be logged on IBS and acknowledged within two working days following receipt. Acknowledgement of the complaint can be by phone, visit, email or letter (Informal complaint acknowledgement - **Appendix B**).

The customer should be kept informed of the progress of their complaint on a regular basis, or as mutually agreed. Details of the acknowledgement, all contact and any action taken must be recorded on the IBS communication.

On completion of the complaint investigation a decision letter must be sent to the customer (Informal Complaint response – **Appendix C**).

Stage 1

The timescale for responding to complaints at this stage is 10 working days.

- The complaint will be passed to a relevant manager, who will log the complaint on IBS.
- The complaint will be acknowledged in writing within two working days following receipt. (Stage 1 acknowledgement - **Appendix D**).
- We will investigate and aim to respond in writing within 10 working days from receipt of the complaint. If a full response cannot be provided in this time, we will explain why and confirm a revised date for response.
- We will write to the customer on conclusion of the investigation, confirming the background and details of the complaint, the requested resolution and our decision. (Stage 1 response - **Appendix E**).
- Copies of all correspondence must be uploaded to the communication folder on Documotive within three working days of the decision letter being sent.

Formal stages only - requests to escalate a complaint

If a customer believes that we have failed to adequately address their complaint at the formal stages of the complaints process, they can request to escalate to the next formal stage.

When requesting to escalate a complaint, the customer will be required to provide the following information:

- valid reasons why they believe their complaint has not been adequately addressed;
- the resolution they require; and
- details of any relevant supporting evidence or information.

We will decide the most appropriate option for escalating a complaint with the focus being on achieving a prompt resolution for the customer and the best use of resources.

Section 2.14 of the Complaints and Compensation Policy sets out the circumstances under which we may refuse a request to escalate. The customer will be notified, in writing, of our decision not to escalate their complaint and we will outline our reasons for refusing their request. (Refusal to Escalate - **Appendix F**).

Stage 2

The target timescale for responding to complaints at this stage is 15 working days.

The Customer Relations Team co-ordinate all Stage 2 complaints and arrangements will be made to meet with the customer, where appropriate to do so.

Complaints will be acknowledged in writing within two working days of meeting the customer. Where it is not possible or appropriate to meet with the customer the complaint will be acknowledged within two working days following receipt or speaking with the customer.

The letter will detail our understanding of their request to escalate their complaint, the resolution they require and when our investigation will begin. (Stage 2 acknowledgement - **Appendix G**).

The Customer Relations Manager or nominated deputy will investigate and collate the findings and present them to the relevant Director, who will make a decision on the complaint.

The Director will aim to respond to the complaint in writing within 15 working days from the date of the acknowledgement letter. (Stage 2 response - **Appendix H**). If a full response cannot be given in this time, we will explain why and confirm a revised date.

In seeking to resolve the complaint the Director will consider the facts of the case and appropriate remedies, this may include:

- consideration of current policy and whether any of our policies or procedures need to be reviewed;
- consideration of the likely impact the decision will have on us, taking into consideration financial, reputational, strategic and operational implications, including the costs of a panel hearing in the event the customer remains dissatisfied;
- whether there is any case to answer and whether the Housing Ombudsman would find maladministration; and
- whether additional information or external agencies could help to achieve a resolution.

Stage 3

Customers who feel the Director's response has not adequately addressed their complaint can request to escalate to Stage 3.

Requests to escalate will be dealt with by the Complaints Manager, who will brief the Chief Executive or nominated deputy within five working days of receipt of the request.

The Chief Executive will decide:

- if the complaint can be escalated, in line with section 2.14 of the Complaints and Compensation Policy;
- whether an alternative resolution could be offered to resolve the complaint;
- whether it should be referred back to the relevant Director for a review of the decision made at Stage 2; or
- whether the complaint should be referred to a Complaint Appeal Panel (CAP).

Customers whose behaviour is deemed to be unreasonable or unacceptable, and attendance at a CAP hearing would not be appropriate, may have their request to escalate declined or they will be invited to provide a written statement in support of their complaint.

The decision will be communicated to the customer within two working days of the Complaints Manager briefing the Chief Executive. (Stage 3 Acknowledgement – **Appendix J** or Refusal to escalate - **Appendix F**).

Where the Chief Executive considers the case should be referred to the CAP a hearing must take place within 30 working days of the date of the acknowledgement.

In circumstances where the Chief Executive, or their nominated deputy, makes a determination without recourse to the CAP, this is reported to the Operational Committee for ratification, in line with our Standing Orders.

The CAP will consist of a minimum of two members of our Governance structure, who are advised by the Chief Executive or nominated deputy.

Prior to a CAP hearing

We will arrange a date for the CAP within 10 working days of the acknowledgement. In arranging the CAP hearing, the Complaints Manager will contact the customer and:

1. Offer a minimum of two dates for the hearing, at least five working days ahead and not in the same week.
2. Advise the customer that if they wish to make a written submission it should reach us at least five working days before the date of the hearing and should not be longer than five A4 pages.
3. Establish if the customer has any special requirements; for example vulnerabilities, physical impairments, location or transport difficulties.
4. Establish whether the customer wishes to appoint a representative, but not a lawyer, to attend the hearing.
5. Advise the customer that copies of papers prepared for the CAP will be provided to them ahead of the hearing.
6. Advise that a letter will be sent confirming the date and information discussed. (See Panel Hearing Confirmation letter – See **Appendix J**).
7. Advise that the outcome of the CAP decision will be provided within seven working days of the date of the hearing.

When the customer has confirmed whether or not a written submission will be made, the Complaints Manager will ensure CAP members are provided with information prior to the hearing, which includes:

- a case history of the complaint;
- a programme of events for the hearing;
- guidance for CAP members;
- terms of reference for the CAP;
- guidance for customers; and
- a chronology of key events.

At the hearing

- The Chief Executive or their nominated deputy will ask CAP members to declare any conflicts of interest, in terms of the composition of the CAP and the complaint to be heard.
- The customer will be given the opportunity to give a short presentation of no more than 10 minutes duration.
- The customer will have a right to representation, but not a lawyer.
- The appropriate Director will give their observations in a presentation of no longer than 10 minutes duration.
- The CAP will discuss the matter fully and ask questions to assist their decision-making. The questions should be inquisitive not adversarial.

- The CAP will at all times be mindful of its duties in relation to diversity and inclusion and seek to ensure a fair and equitable complaints service to our customers.
- The CAP's role is not to investigate the complaint further but to review what has happened so far and check that policies and procedures have been correctly applied or followed.
- Only if the CAP are satisfied there has been a failure to consider the problem to the expected standards, can they change the decision made at Stage 2.
- Arguments must be avoided, if there is a genuine dispute over the facts and further evidence is needed, the hearing will be adjourned until a later date.
- The CAP have a maximum of 30 minutes to ask questions or obtain further information. The overall duration of the hearing will not exceed one hour and tape recording of the proceedings is not allowed.

After the hearing

- The CAP will advise the customer that its decision will be provided in writing within seven working days. (Stage 3 response - **Appendix K**).
- The letter will be accompanied by information about the Housing Ombudsman Service.
- A copy of the decision is passed to the Complaints Manager for monitoring purposes and where appropriate, it will be circulated to the appropriate managers involved in the complaint.
- The Director of Corporate Services will ensure that recommendations made by the CAP for revisions to policy are passed to the Operational Committee.

Complaints to the Housing Ombudsman Service

The Operational Committee will oversee any remedial action recommended by the Housing Ombudsman Service following a finding of maladministration in relation to an upheld complaint.

Monitoring

All complaints must be logged as outlined under this procedure. Managers must ensure that all actions taken on complaints are recorded, and the timescales for response are met in accordance with our Customer Charter Standards and Complaints and Compensation Policy.

The Customer Relations Team will provide performance information relating to complaints, and managers are responsible for ensuring that all determinations made are recorded on IBS.

The Customer Relations Team will monitor and audit the outcome of complaints, to highlight any:

- emerging trends;
- training requirements;
- amendments required to policies and procedures; and
- appropriate service improvements.

Appendix A: Compliment or Complaint Form



Compliment or Complaint Form

Date:

Office:

Employee:

Enquiry

Phone

Complaint

Face to Face

Compliment

Time Received

Name:

Phone number:

Address:

Email address:

How may we contact you:

Details of enquiry, complaint or compliment

What does customer want us to do to resolve the enquiry / complaint?

What action has been taken, when and by whom

Other information relevant to the enquiry / complaint

Any information relevant to visiting or contacting officer, eg language requirements

Appendix B: Informal Complaint Acknowledgement



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www.wdh.co.uk
Text Relay calls welcome
OneCALL: 0345 8 507 507
Email: onecall@wdh.co.uk

Our reference: Inf Comp/{ IBS NUMBER }/{ XX }
Your reference: { Person – Title Initial Surname }
Please reply to: { Person – Title Initial Surname }
Phone: 019{ XX } { XXXXXX }

{ date }

{ Person – Title Initial Surname }
{ Address Line 1 }
{ Address Line 2 }
{ Address Line 3 }
{ Address Line 4 }
{ Postcode }

Dear { Name }

Complaint

Thank you for your complaint that we received on (insert date). From the information you have provided the basis of your complaint is:

- Insert details of the complaint

To resolve your complaint you would like us to (insert resolution requested)

Your complaint will be investigated and you will receive a response shortly. If you wish to discuss your complaint further please contact me on {Phone Number}.

We are committed to giving everyone equal access to information. If you would like this information in another format please phone us on 0345 8 507 507.

Yours sincerely

{ Name In Full And In Title Case }
{ Job Title In Title Case }

Appendix C: Informal Complaint Response



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Email: onecall@wdh.co.uk

Our reference: Inf Comp/{ IBS NUMBER }/{ XX }
Your reference: { Person – Title Initial Surname }
Please reply to: { Person – Title Initial Surname }
Phone: 019{ XX } { XXXXXX }

{ date }

{ Person – Title Initial Surname }
{ Address Line 1 }
{ Address Line 2 }
{ Address Line 3 }
{ Address Line 4 }
{ Postcode }

Dear { Name }

Complaint

Further to your complaint, the comments you have made have been investigated and I can now advise you of my findings.

The basis of your complaint was:

- { Insert the complaint }

To resolve your complaint you asked us to (insert resolution requested)

The Decision

(insert findings from the investigation)

Based on the findings I am upholding your complaint and would like to offer you XXX to resolve your complaint / I am rejecting your complaint because XXX (**delete as appropriate**).

I hope you are satisfied your complaint has been considered carefully and fairly, and as the issue has now been considered, the case has been closed.

If you are not happy with the way we have dealt with your complaint, or you are not satisfied with the outcome, you can enter Stage 1 of our formal complaints process. You have 10 working days from the date of this letter to take your complaint to Stage 1.

I enclose a copy of our 'Customers Guide to Compliments and Complaints' which explains the steps you can take.

We are committed to giving everyone equal access to information. If you would like this information in another format please phone us on 0345 8 507 507.

Yours sincerely

{ Name In Full And In Title Case }
{ Job Title In Title Case }

Enclosed

Appendix D: Stage 1 Acknowledgement



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Text Relay calls welcome
OneCALL: 0345 8 507 507
Email: onecall@wdh.co.uk

Our reference: Stage1Ack/{ IBS NUMBER }/{ XX }
Your reference: { Person – Title Initial Surname }
Please reply to: { Person – Title Initial Surname }
Phone: 019{ XX } { XXXXXX }

{ date }

{ Person – Title Initial Surname }
{ Address Line 1 }
{ Address Line 2 }
{ Address Line 3 }
{ Address Line 4 }
{ Postcode }

Dear { Name }

Stage 1 Complaint

Thank you for your complaint that we received on { insert date }. From the information you have provided, the basis of your complaint is:

1. { Insert details }
2. { Insert details }
3. { Insert details }

To resolve your complaint, you would like us to (insert details).

As part of our commitment to delivering the highest standards of customer service, you can be assured your complaint will be investigated thoroughly and fairly and you will receive a response in the next 10 working days.

However, if this is not a clear representation of the complaint, or the resolution you require or you feel there is any additional information you wish to add in support of your complaint, please contact me on { Phone Number } by (insert date).

We are committed to giving everyone equal access to information. If you would like this information in another format please phone us on 0345 8 507 507.

Yours sincerely

{ Name In Full And In Title Case }
{ Job Title In Title Case }

Appendix E: Stage 1 Response



Chief Executive: Andrew Wallhead
Merefield House, Whistler Drive, Castleford WF10 5HX

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Text Relay calls welcome

OneCALL: 0345 8 507 507

Email: onecall@wdh

Our reference: { XX }/{ IBS NUMBER }/{ XX }
Your reference: { XXXX }
Please reply to: { Person – Title Initial Surname }
Phone: 019{ XX } { XXXXXX }

{ date }

{ Person – Title Initial Surname }
{ Address Line 1 }
{ Address Line 2 }
{ Address Line 3 }
{ Address Line 4 }
{ Postcode }

Dear { Name }

Stage 1 Complaint

Further to your complaint about our service, the comments you have made have been investigated and I can now advise you of the findings.

Background

{Insert background}

The Complaint

The basis of your complaint was:

{Insert the complaint}

To resolve your complaint you asked us to (insert the resolution requested)

The Decision

{Insert the decision }

I hope you are satisfied your complaint has been considered carefully and fairly. If you believe your complaint has not been adequately addressed and you have valid reasons to escalate your complaint further, you have 10 working days from the date of this letter, to request your complaint be considered at Stage 2 of our complaints process.

I enclose a copy of our 'Customers Guide to Compliments and Complaints' that explains how to progress your complaint. If you need advice on how to do this, please contact Kerry O'Connor, Customer Relations Manager, on 01977 724662.

We are committed to giving everyone equal access to information. If you would like this information in another format, please phone us on 0345 8 507 507.

Yours sincerely

{ Name In Full And In Title Case }
{ Job Title In Title Case }

Enclosed

Appendix F: Refusal to Escalate Letter



Chief Executive: Andrew Wallhead
Merefield House, Whistler Drive, Castleford WF10 5HX

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Text Relay calls welcome

OneCALL: 0345 8 507 507

Email: onecall@wdh

Our reference: AF/{ IBS NUMBER }/KO
Your reference: { XXXX }
Please reply to: Kerry O'Connor
Phone: 01977 724662

{ date }

{ Person – Title Initial Surname }
{ Address Line 1 }
{ Address Line 2 }
{ Address Line 3 }
{ Address Line 4 }
{ Postcode }

Dear { Title Surname }

Request to Escalate Complaint to Stage {insert}

I refer to your request to escalate your complaint which was received on {insert date}. The information you have provided has been given careful consideration, unfortunately we will not be progressing your complaint, in line with our Complaints and Compensation Policy for the following reason(s).

- {insert reason for refusal to escalate}

This is our final decision and if you remain dissatisfied you can ask the Housing Ombudsman Service, an independent body, to look at your complaint. Enclosed is a leaflet about their service, which provides information about the complaints they will consider. To send your complaint to the Housing Ombudsman Service:

- You may ask a 'designated person' to write and refer your complaint to the Housing Ombudsman Service. A 'designated person' is any MP¹; or any local councillor²; or a recognised tenants' panel.
- You can also contact the Housing Ombudsman Service directly without approaching a designated person if eight weeks have passed from the date of this letter.

¹ You can find a list of MPs at <http://www.parliament.uk/mps-lords-and-offices/mps/>

² You can find a list of local councillors on Wakefield Council's website at:
<http://www.wakefield.gov.uk/CouncilAndDemocracy/Council/Councillors/default.htm>

If you have additional information or evidence, which you have not yet provided, but feel is relevant and supports your request to escalate your complaint, you should submit this to us in the next 10 working days for our consideration.

We are committed to giving everyone equal access to information. If you would like this information in another format, please phone us on 0345 8 507 507.

Yours sincerely

{ Name In Full And In Title Case }
{ Job Title In Title Case }

Enclosed

Appendix G: Stage 2 Acknowledgement



Chief Executive: Andrew Wallhead
Merefield House, Whistler Drive, Castleford WF10 5HX

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Text Relay calls welcome
OneCALL: 0345 8 507 507
Email: onecall@wdh

Our reference: AF/{ IBS NUMBER }/KO
Your reference: { XXXX }
Please reply to: Kerry O'Connor
Phone: 01977 724662

{ date }

{ Person – Title Initial Surname }
{ Address Line 1 }
{ Address Line 2 }
{ Address Line 3 }
{ Address Line 4 }
{ Postcode }

Dear { Title Surname }

Stage 2 Complaint

I refer to your request to escalate dated { date } and I am sorry to learn that you feel that your complaint has not been adequately addressed.

As requested, this matter is now being dealt with as a Stage 2 complaint. From the information provided, you have given the following reasons for escalating your complaint.

1. { Insert details }
2. { Insert details }
3. { Insert details }

To resolve your complaint, you would like us to (insert details).

The comments you have made will be investigated further and you will receive a response in the next 15 working days. However, if this is not a clear representation of the complaint, the reasons for escalating or the resolution you require please let me know by { date }.

If you have any special requirements you feel we need to consider, or if you have any further information you wish to provide in relation to your complaint, please contact me on 01977 724662.

We are committed to giving everyone equal access to information. If you would like this information in another format, please phone us on 0345 8 507 507.

Yours sincerely

Kerry O'Connor
Customer Relations Manager

Appendix H: Stage 2 Response



Chief Executive: Andrew Wallhead
Merefield House, Whistler Drive, Castleford WF10 5HX

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Text Relay calls welcome

OneCALL: 0345 8 507 507

Email: onecall@wdh

Our reference: AF/{ IBS NUMBER }/{ XX }

Your reference: { XXXX }

Please reply to: Angela France

Phone: 01977 788601

{ date }

{ Person – Title Initial Surname }

{ Address Line 1 }

{ Address Line 2 }

{ Address Line 3 }

{ Address Line 4 }

{ Postcode }

Dear { Title Surname }

Stage 2 Complaint

Further to the complaint you made about { insert brief details of complaint }, the information you have provided in relation to your case has now been considered carefully and this is detailed below.

Background

{ Insert background }

The Complaint

{ Insert the complaint }

The Decision

The matters you have raised have been investigated and I have addressed each of these below.

{ Insert the decision }

If you believe your complaint has not been adequately addressed and you have valid reasons to escalate your complaint further, you have 10 working days from the date of this letter, to request your complaint be considered at Stage 3 of our complaints process.

If you need help or advice on how to do this, please contact Angela France, Complaints Manager on 01977 788601.

We are committed to giving everyone equal access to information. If you would like this information in another format, please phone us on 0345 8 507 507.

Yours sincerely

{ Person – First Name Surname }
Director of { Directorate }

Appendix I: Stage 3 Acknowledgement



Chief Executive: Andrew Wallhead
Merefield House, Whistler Drive, Castleford WF10 5HX

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Text Relay calls welcome

OneCALL: 0345 8 507 507

Email: onecall@wdh

Our reference: AF{ IBS NUMBER }/{ XX }

Your reference: { XXXX }

Please reply to: Angela France

Phone: 01977 788601

{ date }

{ Person – Title Initial Surname }

{ Address Line 1 }

{ Address Line 2 }

{ Address Line 3 }

{ Address Line 4 }

{ Postcode }

Dear { }

Stage 3 Complaint

Your request to escalate your complaint to Stage 3 of our Complaints Procedure, received on {date}, is currently receiving attention. I will contact you again in the next five working days to advise you how your complaint will progress.

If you have any queries or you wish to discuss this matter further please contact me on 01977 788601 or email customerrelations@wdh.co.uk

We are committed to giving everyone equal access to information. If you would like this information in another format please phone us on 0345 8 507 507.

Yours sincerely

Angela France
Complaints Manager

Appendix J: Complaint Appeal Panel Confirmation



Chief Executive: Andrew Wallhead
Merefield House, Whistler Drive, Castleford WF10 5HX

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Text Relay calls welcome

OneCALL: 0345 8 507 507

Email: onecall@wdh

Our reference: AW{ IBS NUMBER }/AF

Your reference: { XXXX }

Please reply to: Angela France

Phone: 01977 788601

{ date }

{ Person – Title Initial Surname }

{ Address Line 1 }

{ Address Line 2 }

{ Address Line 3 }

{ Address Line 4 }

{ Postcode }

Dear { Name Surname }

Stage 3 Complaint

Further to your complaint about { }. I can confirm this complaint will now be considered at Stage 3 of our complaints procedure and will be heard by a panel consisting of Members of our Board or Governance Structure , at { venue } on { date } at { time }.

The panel invite you to present the details of your complaint for consideration. This can be in the form of a written statement, no more than five A4 pages long, that should be received at least five working days before the date of the hearing, and / or a short presentation that should take no longer than 10 minutes and briefly outline the details and circumstances of your complaint.

You also have the right to representation at the panel hearing, but not a lawyer. Please let us know if you have any special requirements due to disability or any other reason so that the necessary arrangements can be made.

If for any reason you are not able to attend or if you need any further advice or information about the panel hearing please contact me on 01977 788601.

We are committed to giving everyone equal access to information. If you would like this information in another format please phone us on 0345 8 507 507.

Yours sincerely

Angela France
Complaints Manager

Appendix K: Complaint Appeal Panel Decision



Chief Executive: Andrew Wallhead
Merefield House, Whistler Drive, Castleford WF10 5HX

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Text Relay calls welcome

OneCALL: 0345 8 507 507

Email: onecall@wdh

Our reference: AW/AF
Your reference:
Please reply to: Angela France
Phone: 01977 788601
Fax: 01977 724444
Email: customerrelations@wdh.co.uk

{ Date }

{ Person – Title Initial Surname }
{ Address Line 1 }
{ Address Line 2 }
{ Address Line 3 }
{ Address Line 4 }
{ Postcode }

Dear { Name Surname }

Stage 3 Complaint

I refer to the recent panel hearing held on { date }.

The panel have considered all the evidence presented at the hearing and have reached a decision about your complaint at Stage 3 of our complaints process.

{ Summary of complaint and decision made }

If you disagree with this decision you can ask the Housing Ombudsman Service, an independent body, to look at it for you. Enclosed is a leaflet about their service, that provides information about the complaints they will consider.

To send your complaint to the Housing Ombudsman Service:

- You may ask a ‘designated person’ to write and refer your complaint to the Housing Ombudsman Service. A ‘designated person’ is any MP¹; or any local councillor²; or a recognised tenants’ panel.

¹ You can find a list of MPs at <http://www.parliament.uk/mps-lords-and-offices/mps/>

² You can find a list of your local councillors on Wakefield Council’s website at:
<http://www.wakefield.gov.uk/CouncilAndDemocracy/Council/Councillors/default.htm>

- You can also contact the Housing Ombudsman Service directly without approaching a designated person if eight weeks have passed from the date of this letter.

We are committed to giving everyone equal access to information. If you would like this information in another format, please phone us on 0345 8 507 507.

Yours sincerely

Andrew Wallhead
Chief Executive

Enclosed