

# Guide to complaints



## I'm not happy with the service I have received, what can I do?

We are sorry to hear you are unhappy with the service you have received from us. To tell us about your issue and what we can do to resolve it, you can contact us in any of the ways listed below:



0345 8 507 507 - Text Relay calls welcome.

Calls to OneCALL may be recorded for training purposes.



[onecall@wdh.co.uk](mailto:onecall@wdh.co.uk)



Complete a service enquiry form on our website [www.wdh.co.uk](http://www.wdh.co.uk)



Contact us by social media



Visit one of our Hubs



Write to us at  
Merefield House Whistler Drive  
Castleford WF10 5HX

If you would like advice on your issue, you can, at any time, contact the Housing Ombudsman Service. Their contact information is set out at the bottom of this guide.

Our aim is to resolve your issue quickly and effectively, we call this 'Service Recovery'.

Once we are aware of your issue, we will aim to resolve this on your first contact with us, wherever possible. However, we may need to make further enquiries or gather information, to resolve things to your satisfaction.

'Where we need to do this, we will contact you within three working days' and discuss your issue and agree any actions or resolutions with you.

If a more detailed enquiry is needed or on conclusion of our enquiries you are unhappy with the outcome or wish to make a formal complaint, we will enter your complaint at Stage 1 of our Complaints Procedure.

There are some complaints we are unable to consider, if your complaint is one of these, we will tell you, explain why and advise you on your next steps.

## Stage 1

### Complaint investigation

Your complaint will be acknowledged and the investigating officer, will contact you to discuss your complaint and the resolution you have requested.

We aim to provide a written response within 10 working days. On occasion we may need to extend the response time, but we will only extend by up to a further 10 working days and we would notify you and explain why.

If a further extension was required this would be done in agreement with you. If we are unable to reach an agreement, you can seek guidance from the Housing Ombudsman Service

If you feel our response has not fully answered your complaint, or you disagree with our findings, you should contact the investigating officer to discuss any concerns.

If after talking to them you are still unhappy, you can request that your complaint is considered at Stage 2 of our Complaints Procedure.

### Request to escalate to Stage 2

To escalate your complaint, we will need to know why you are unhappy with the findings or the outcome of our Stage 1 investigation.

Please note we may choose not to escalate if:

- your complaint now falls into one of the exclusions set out in our Complaints Policy;
- your complaint was upheld at Stage 1 and you were offered an appropriate and proportionate resolution;
- the resolution you have asked for cannot be provided, as it is disproportionate, or outside of our control to influence or change; and
- your behaviour is unacceptable and you have refused to engage with us in an acceptable manner during the investigation of your Stage 1 complaint.

We may choose to refer your complaint back to the Stage 1, if we feel the matter could be resolved or we may offer you an alternative resolution.

If we are unable to progress your complaint, we will confirm the reasons why in writing and give you advice on how you can pursue your complaint to the Housing Ombudsman Service or through alternative means.

## Stage 2

### Independent investigation

Your complaint will be investigated by our Customer Relations Team, who will aim to provide you with a written response within 20 working days.

On occasion we may need to extend the response time, but we will only extend by up to a further 10 working days and we would notify you and explain why. If a further extension was required this would be done in agreement with you. If we are unable to reach an agreement, you can seek guidance from the Housing Ombudsman Service.

On conclusion of your complaint you will receive a final decision letter, which will explain what to do, if you remain unhappy with the findings and outcome of your complaint.

### Housing Ombudsman Service

The Housing Ombudsman Service can be contacted in the following ways.



Housing Ombudsman Service  
P O Box 152  
Liverpool L33 7WQ



0300 111 3000



[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

We are committed to giving everyone equal access to information. If you would like us to communicate with you in a different way, or receive written information from us in another format, please phone 0345 8 507 507 or email [onecall@wdh.co.uk](mailto:onecall@wdh.co.uk)

### Unacceptable behaviour protocol

We expect employees to treat our customers with respect and we ask the same in return. We will not tolerate unacceptable behaviour and we may choose to deal with your complaint differently or restrict access to the complaints procedure, if your behaviour is deemed to be unacceptable.

If we were to restrict your access, you would be notified in writing of our decision and the reasons for this.

### Learning from complaints

Complaints are important to us, as they give us an opportunity to learn and improve our services to customers.

We welcome customer feedback so please tell us about your complaints experience and any suggestions you have on how we can improve our services. You may wish to send us a compliment about the way we managed your complaint, to provide feedback you can write to us at:

- Customer Relations  
Merefield House  
Whistler Drive  
Castleford  
WF10 5HX
- Alternatively, you can email us at [customerrelations@wdh.co.uk](mailto:customerrelations@wdh.co.uk)