

# Customer feedback and complaints

All Cottsway customers can expect a high standard of service from us.

## Giving us your feedback

If you feel we have got something wrong or provided a poor service, please tell us.

You can give us your feedback or make a complaint by phone, email, social media, letter, via our website or in person.

If we have made a mistake, we want to have the opportunity to put things right.

## Our complaints procedure

If you make a complaint, we will:

- Acknowledge your complaint.
- Ask you at the start what outcome you are hoping for.
- Inform you of what action we will take to bring your complaint to a satisfactory conclusion.
- Resolve your complaint quickly and fairly. You will have the chance to discuss this in person with us and can bring a relative, friend or advisor if you wish.
- At any point during your enquiry, you may contact the Housing Ombudsman for further advice.

**If we decide not to accept a complaint, for any reason, we will explain why, and the customer will have the right to challenge this decision by bringing the matter to the Housing Ombudsman.**

## What can I complain about?

- Delays in responding to your requests or enquiries.
- Failure to provide a service.
- Our standard of service.
- Our failure to follow procedure.
- Treatment by or attitude of a member of our staff.

Your complaint may involve more than one of our services or be about someone working on our behalf.

## What can't I complain about?

- A routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour.
- Our policies and procedures that have a separate right of appeal.
- Requests to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation.
- Where legal proceedings have begun.
- We may decline to investigate a complaint about a specific incident or service failure that occurred over 6 months prior to the complaint being made. Discretion will be used, particularly if there is evidence of a longstanding or continuing problem.

## How we will respond to you

### Feedback

A customer service advisor will log and share your feedback with the relevant service manager as soon as you get in touch.

### Feedback with investigation (2 days)

Our customer services advisors have up to 48 hours to investigate your concerns and will either offer a resolution or pass the matter on.

If after 48 hours you are still dissatisfied with the way that your concerns have been handled, we will then begin our complaint process.

### Stage 1 complaints (+8 days)

We will inform you who has taken over your case and give you a courtesy call on day 5 to update you on progress.

Our aim is to reach a satisfactory conclusion within 10 working days of you first raising the issue.

If new issues are raised during this stage of the investigation, the complaint handler will try to incorporate these (if relevant) into their investigation and subsequent response. However, if the new issue(s) will cause an unreasonable delay to the stage 1 response, it will be logged as a new complaint.

If you remain dissatisfied with the solutions offered at this stage, you have 5 days in which to tell us you wish to escalate the complaint (stage 2).

### Stage 2 complaint escalation (+5 days)

A senior manager will call you to introduce themselves and have a further 5 days in which to review and resolve your case.

## Unresolved issues

If you do not feel that we have resolved the issue satisfactorily, you have the right to escalate your complaint to your local MP or councillor.

You may also consider taking your complaint to the independent Housing Ombudsman Service:

Call: 0300 111 3000

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

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

Write to: Housing Ombudsman Service  
PO Box 152  
Liverpool L33 7WQ

## What we do with your feedback

We value all feedback and use this to help us improve our services.

We publish a quarterly summary of the feedback we have received and some of the improvements to services made as a result.

We publish information in our annual report and share organisational learning to help improve our services

For more information see: [www.cottsway.co.uk](http://www.cottsway.co.uk)

## Target time for responding to complaints

Feedback with investigation		Stage 1 complaints								Stage 2 complaint escalation				
2 days		8 days								5 days				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Total response time: 15 days														