



## Complaints, Suggestions & Compliments

**A guide to letting us  
know what you think  
about our service.**



# Raising an issue for the first time

If you are unhappy with a service you are receiving from us, we would like to hear from you so that we can correct it. Initially we will try our best to sort things out for you. But if you are unsatisfied with the outcome of this, you can raise a formal complaint.

## How do I make a formal complaint?

You can raise a complaint in person, by phone, online or in writing, (see page five.)

You will need to let us know:

- Full details of the issue – what went wrong, what our actions were and who you spoke to. Please include dates and any other relevant information about the issue.
- What you would like to happen as a result of making a formal complaint i.e. an apology, compensation, rectification etc.
- Your key issues i.e. if you have more than one issue for complaint please identify them separately, letting us know which are most important to you.

If you provide us with this information, we will be able to provide you with a faster, and hopefully better, response.

## Complaint acknowledgement

Once we receive your complaint we will acknowledge it within three working days. The acknowledgement will include a reference number and the name of the person dealing with your complaint.

# The Complaints Process

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## Stage 1 – Formal Complaint

At stage 1 a Manager will look into the Complaint and try and resolve it for you.

- The manager will aim to give you an initial response within ten working days, however it may take longer to resolve the actual issues.
- Where more work is needed to resolve things, we will give you a timescale for this e.g. where there are works to your home.
- We aim to resolve the complaint within 30 calendar days where it is the responsibility of TVHA or one of our contractors.
- We aim to complete your complaints within 90 calendar days where action is required by a third party e.g. a developer in the case of defects, managing agents in the case of estate services or a Local Authority.
- Where legal action is required e.g. a Leasehold Valuation Tribunal the timescales will be set by the legal process.

We will keep you informed of the progress of your complaint, at appropriate intervals, and will let you know when we have managed to resolve things.

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## Stage 2 – Complaint Review

If you are not happy with the outcome at stage 1, your complaint will be reviewed by a TVH director. The Director will respond to you within ten working days of your complaint reaching stage 2. Where longer is required to resolve your complaint at stage 2 we will contact you to explain why and give you a timescale e.g. new issues added to the complaint or a different resolution is required.

### 3

## Stage 3 - The Appeals Panel

If you are unsatisfied with the outcome of the complaint review at stage 2, you can make an appeal in person, to an independent appeals panel.

You must request this appeal within 20 working days of receiving the stage 2 response.

We will aim to agree a date for the appeals panel with you within 20 working days of your complaint escalating to stage 3.

The panel will be made up of two residents, who may or may not be board members, and one senior member of TVH staff who has not been involved with the complaint.

You will receive the panels' decision within ten working days of the appeal date.

This is the final stage of the TVH complaints process.

Please note that we may not be able to consider your complaint at the appeals stage if it is a matter of law or regulation over which we have no jurisdiction, or if the matter should be dealt with by another body e.g. a Leasehold Valuation Tribunal. Where this is the case we will advise you of this and any alternative options available to you.

## Ombudsman

If you are not satisfied with the outcome of your complaint after it has been through our formal complaints process/procedure, you can refer it to the Independent Housing Ombudsman.

The Housing Ombudsman will expect any complaints referred to them to have been through our formal complaints process first. So your complaint will be referred back to us if this has not happened.

- If you are in doubt about this, you can call or write to the Housing Ombudsman:

**Housing Ombudsman Service**  
**81 Aldwych, London**  
**WC2B 4HN**

Telephone: **0300 111 3000**

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

# Why give us your feedback?

## Our Aim

We aim to provide excellent Customer Service. So we welcome feedback on our service whether it's a complaint, suggestion or a compliment. It helps us to understand where we need to improve, and lets us know when we are doing well.

## How can I give my feedback?

### In person:

You can visit our offices in Twickenham, or speak to a member of staff if they are on site.

Visiting us:      Thames Valley Housing  
                         Heathgate House  
                         2-4 The Green  
                         Twickenham  
                         TW2 6QF

### By phone:

- **0800 358 7767** – if you are a TVHA resident or applicant for rented accommodation.
- **0845 351 2345** – if you are a customer of our Sales & Marketing Department, applying for HomeBuy Products.
- **If you are in NHS or Student accommodation** then please contact your accommodation office.

### Online:

- Email us at [info@tvha.co.uk](mailto:info@tvha.co.uk) or
- Visit our **website** at [www.tvha.co.uk](http://www.tvha.co.uk) where you can log your issue as a **Complaint**, a **Compliment** or a **Suggestion**

### In writing:

- You can write to us at our freepost address:  
**Thames Valley Housing Association**  
**FREEPOST TK1763**  
**52 London Road**  
**Twickenham**  
**Middlesex**  
**TW1 3BR**

## Thames Valley Housing

Premier House, 52 London Road,  
Twickenham, TW1 3RP



- Customer Service Centre: **0800 358 7767**

Opening hours 8am - 6pm Mon-Fri

- Fax: **020 8607 9923**
- Email: **info@tvha.co.uk**
- Web: **www.tvha.co.uk**

### Translations & Interpretation

If you need to contact us about anything, and need an interpreter, call 0800 358 7767 and tell us your language.

### We can also provide a large print version of this document.

Haddii aad arrin noo soo wacaysid, una baahan tahay turjumaan, wac 0800 358 7767 kadibna noo sheeg luqaddaada.

Si vous avez besoin de nous contacter pour quelque chose et vous désirez un interprète, appelez le 0800 358 7767 et indiquez pour quelle langue.

اذا رغبت الاتصال بنا لاي سبب، وتحتاج لمترجم، اتصل 0800 358 7767 واخبرنا ما هي لغتك.

اگر شما نیاز دارید که با ما درباره هر موردی تماس بگیرید، و نیاز به مترجم دارید، با تلفن 0800 358 7767 تماس بگیرید و زبانتان را به ما بگوئید.

જો તમને અમારો સંપર્ક કોઈ પણ વસ્તુ વિષે કરવાની જરૂર પડે, અને ઈન્ટરપ્રિટરની જરૂર જણાય તો, 0800 358 7767 ઉપર ફોન કરી, અને અમને તમારી ભાષા જણાવો.

जेवढ उगाहुं बेसी ही गॉल पुँहळु ची लेइ वै, पंजाबी हिच गॉल बरन लही दुडामीये ची लेइ वै, उं ब्रिषा बरवे माहुं छिम नैघर 'उे ब्रेन बरवे: 0800 358 7767

اگر آپ کسی چیز کے متعلق جاننے کیلئے ہم سے رابطہ کرنا چاہیں اور آپ کو انٹرپرائزر (ترجمان زبان) کی ضرورت ہو، اس نمبر 0800 358 7767 پر فون کر کے ہمیں بتادیں کہ آپ کو سی زبان بولنے ہیں۔





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Housing Association  
FREEPOST TK1763  
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