



### Making a complaint

We aim to get things right first time but accept that mistakes can happen. If we make mistakes, we want to correct them as quickly as possible and learn from those mistakes. The feedback you give us will help us improve the services we provide.

### What is a complaint?

You have the right to make a complaint to us when you are not satisfied with something we have done or failed to do. This could be when we have:

- Failed to meet our service standards;
- Not advised you of your rights;
- Demonstrated poor attitude or behaviour.

### We would not normally deal with the following matters under our complaints procedure:

- Complaints about the behaviour of other people in your area;
- Making an insurance claim;
- Where legal action is being taken.

If you wish to make a complaint about any of these areas, please contact us so we can advise you. You can find the contact details overleaf.

### Who can make a complaint?

Anyone can make a complaint to us, including people applying for housing, members of the public and other people on your behalf.

**This leaflet explains how to make a complaint to the AmicusHorizon Group if you are a resident, tenant or customer of:**

- Rother Homes ■ SLFHA Ltd ■ Southern Horizon ■ Swale Housing ■
- 1066 Housing Association ■ Avenue ■ Casa Support ■ Fresh Visions ■
- Shared Horizons ■ People for Action ■

**If you have difficulty in understanding this document or need it in another format, including Braille, large print, audiotape, interpretation, signed interpretation or translation into another language, please telephone 0800 316 6990 or email: [complaints@amicushorizon.org.uk](mailto:complaints@amicushorizon.org.uk)**

# How to make a complaint

## How to make a complaint

You can make a complaint directly to a member of staff of your housing association or by contacting us via one of the methods below:

**Tel:** 0800 316 6990

(Telephone calls may be recorded and/or monitored for training and quality assurance purposes).

**Fax:** 01795 474000

**Email:** [complaints@amicushorizon.org.uk](mailto:complaints@amicushorizon.org.uk)

**Website:** [www.amicushorizon.org.uk](http://www.amicushorizon.org.uk)

Or by completing the complaints form in this leaflet or sending a letter to:

AmicusHorizon Group  
PO BOX 322  
SITTINGBOURNE  
ME9 8PQ

### If you need help making a complaint...

Please ask a member of staff. Alternatively, you can ask someone else to make a complaint on your behalf or represent you: for example, a support worker, a Citizens Advice Bureau, a friend or family member. When we receive a complaint from someone else we will contact you to check you are happy for them to deal with the complaint on your behalf.

### Once you have made a complaint...

We will:

- Acknowledge receipt of your complaint within three working days;
- Tell you who is dealing with your complaint and how to contact them;
- Offer to meet with you, where appropriate, to discuss the matter and ask you what you think we should do to put it right;
- Aim to respond in full within ten working days;
- Apologise where we have got things wrong, and let you know what action we will take to avoid this happening again.



## How we will deal with your complaint

There are three stages to the way we handle your complaints.

### Stage one: looking into your complaint

A member of staff will be asked to look into your complaint and let you know:

- Whether we have made a mistake, and if we have, what we will do to put this right;
- The reasons for our decision; and
- What you can do if you are unhappy with the decision.

### Stage two: reviewing the decision

If you are unhappy with the response you receive at stage one, please contact us within 20 working days to let us know. A more senior member of staff will be asked to review the decision.

### Stage three: Appeals Panel

If you are still unhappy with the decision at stage two, please contact us within 20 working days to ask for the complaint to be reviewed by an appeals panel. The panel includes some of the Association's Board Members, who will take an independent view of your situation. This is the final stage of our complaints procedure.

A panel hearing will be set within 25 working days. In the hearing the panel will listen to the details of your complaint and the responses you have been given. You can bring a friend or a non-legal representative to the hearing.

Travel and child/carer costs can be reimbursed on agreement with the co-ordinating officer.



## Housing Ombudsman Service

If you have been through all stages of our complaints procedure and are still not satisfied, you may be able to ask for an independent review of your case through the Housing Ombudsman Service. The Ombudsman will only investigate a complaint from a tenant, leaseholder, service user or an applicant applying for housing.

## Casa Support customers

Casa Support's non-housing activities and/or the conduct of staff are regulated by a variety of other independent agencies. More information is available from scheme locations, your support worker or by phoning us on 0800 316 6990.

## Housing Ombudsman Service

81 Aldwych

London WC2B 4HN

**Tel:** 020 7421 3800

**Lo Call:** 0845 712 5973

**Minicom:** 020 7404 7092

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

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

A copy of our complaints policy and a leaflet about the Ombudsman Service are available on request.





## Your details

Our ref:

Your name:

Date:

Address:

Postcode:

Telephone: (home)

(mobile)

Email:

## Tell us about your complaint

Continue on a separate sheet if necessary

## What do you think we should do to put things right?

### About you

AmicusHorizon Group is committed to equal opportunities. Please tick the boxes that you think apply to you. Your answers are confidential and are used to check that customers are treated fairly and that everyone has equal access to our complaints procedure. Your answers to these questions will not affect your complaint in any way.

**Gender** (please tick as appropriate)

Female

Male

**Date of birth:** Day  Month  Year

**Do you have any long-term health problems or disability?**

Yes

No

If yes, please state

**Ethnicity** (please tick as appropriate)

#### White

British

Irish

Other White background (please state)

#### Mixed

White and Black Caribbean

White and Black African

White and Asian

Other Mixed background (please state)

#### Asian or Asian British

Indian

Pakistani

Bangladeshi

Other Asian background (please state)

#### Black or Black British

Caribbean

African

Other Black background (please state)

Gypsy/Traveller

#### Chinese or other ethnic group

Chinese

Any other

Unknown or Withheld