

tell us what you think

ہیں اپنی رائے سے آگاہ کریں
آمادہرکے آپنار متامت جانان



People • Homes • Communities
Part of the Trans-Pennine Housing Group

Our aim is to provide good service that meets the needs of our tenants and other customers of Green Vale Homes. We realise that despite our best endeavours, we may not always get it right. This leaflet explains how you can tell us what you think about the service you have received - good or not so good.

how to make a compliment, comment or an informal complaint

Your views are very important to us, and we want to make it as easy as possible for you to let us know what you think about our service.

- You can talk to a member of staff. Many complaints are the result of a simple misunderstanding and can quickly be put right.
- You can use the “contact us” section of our website:
www.greenvalehomes.co.uk
- You can complete the form which you will find in the “tell us what you think compliment / comment / complaint form” leaflet and send it to:

Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall,
Rossendale, BB4 6HR

All complaints are dealt with by a manager, who will try to put things right if that is what is needed. We also make sure that any “thank-you’s” that we receive are passed on to the members of staff who gave you that service.

If you are not satisfied with our response to your complaint, or you feel that your complaint is particularly serious in the first place, we have a more formal complaint process that you can use.

how to use the formal process

The first step is to make it clear that you are making a formal complaint. You can do this by ticking the “yes” box to the question “Is this a formal complaint?” on the “tell us what you think compliment / comment / complaint form” in a separate leaflet. We will let you know that we have got your complaint within two days of receiving it. We will also tell you the name of the person dealing with your complaint, who will try to give you a full response within 10 working days. If your complaint is more complicated and we need longer to provide you with a full reply, we will let you know as soon as possible. We will also give you a date when we expect to be able to provide you with all the information you need.

We hope we will be able to provide you with a satisfactory response, but if you are still not satisfied then please let us know within 5 days of the date of our response. We can then offer you an appointment with the Head of Service to which your complaint is directed. If you wish, you may come to this meeting with a representative or friend. At the meeting you will be given every chance to explain why you needed to complain and what you feel we should do to put it right.

After this meeting you will receive a full written answer within 10 working days. This is the final stage of Green Vale Homes Complaints process. If you are still not happy, you may want to ask the Independent Housing Ombudsman to take up the complaint on your behalf.

the independent housing ombudsman

The Ombudsman is completely independent from Green Vale Homes and is there to investigate complaints against Housing Associations like Green Vale Homes. The Housing Ombudsman needs to know that you have gone through the full Green Vale Homes complaints process before he can consider your case.

Housing Ombudsman Service

81 Aldwych

London

WC2B 4HN

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

information the way you want it...

If you would like this information in large print, braille, on audio cassette, in a language other than English or as an easy read document please contact the Communications and Marketing team, Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, Rossendale, BB4 6HR or Telephone 01706 836331.

এই তথ্য মোটা হরফে (লার্জ প্রিন্ট), ক্যাসেটে রেকর্ড করে, ইংরেজি ছাড়া অন্য কোনো ভাষায় চাইলে অনুগ্রহ করে যোগাযোগ করুন: Communications and Marketing Team, Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, Rossendale BB4 6HR অথবা টেলিফোন করুন: 01706 836331।

اگر آپ کو یہ معلومات بڑی لکھائی میں، آڈیو کیسٹ پر یا انگلش کے علاوہ کسی بھی زبان میں درکار ہوں تو براہ مہربانی اس سچے پرائیپر کریں:

Communications and Marketing Team, Green Vale Homes, Green Vale Court, New Hall Hey Road, Rawtenstall, Rossendale BB4 6HR or telephone 01706 836331.



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Audio Tape**



A+A

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