

Stage 4

Once you have been through these 3 Stages you may if you are still dissatisfied be able to:

1. Refer your complaint to the Local Commission for Administration (the Ombudsman). Their address is Millbank Tower, Millbank, London, SW1P 4QP and their telephone number is 020 7217 4621. They are unlikely to start an investigation until your complaint has been through the 3 stages we have described.
2. If you are a leaseholder you can refer your complaint to the Leaseholders Dispute Resolution Scheme. This is an arbitration scheme run through the Chartered Institute of Arbitrators and is an alternative to legal action involving the courts or the Leaseholders Valuation Tribunal. There is a registration cost of £58.75 attached to this option.
3. As a Council tenant or leaseholder you may want the corporate complaints team to consider your complaint before referring it to the Ombudsman.

We will tell you more about these options when we let you know the outcome of the Complaints Panel decision.

If you have any comments or questions about this leaflet of the services described please contact our Customer Services Officers on 020 8583 3726 or 020 8583 3727.

Do you need more help?

If you require a copy of this leaflet in your own language, large print, Braille or audio please contact 020 8583 2299 or minicom 020 8583 3122.

HH/BV/2004/002v2

Per kopjen e kesaj broshure lidhur me se si te ankoheni kunder sherbimeve te Hounslow Homes, ju lutemi kontaktoni 020 8583 2299.

Albanian

للمسؤول على نسخة من هذا المنشور حول كيف تقدم شكوى على خدمات هاونسلو هومز - الرجاء الاتصال على 020 8583 2299 .

Arabic

برای دریافت نسخه ای از این بروشور که درباره چگونگی شکایت از خدمات سازمان خانه های هاونسلو است، لطفا با شماره تلفن 020 8583 2299 تماس بگیرید.

Farsi

જો તમે આ બ્રોશરને તમારા માટેની કોપી માટે જોઈશો તો કૃપા કરીને આ નંબર પર 020 8583 2299 પર કોલ કરો.

Gujarati

यदि आपको इससे संबंधित प्रश्न हैं तो कृपया हमें 020 8583 2299 पर कॉल करें। यदि आपको इससे संबंधित प्रश्न हैं तो कृपया हमें 020 8583 2299 पर कॉल करें।

Hindi

ਜੇ ਤੁਸੀਂ ਇਸ ਬ੍ਰੋਸ਼ਰ ਦੇ ਸੰਬੰਧ ਵਿੱਚ ਕੋਈ ਪ੍ਰਸ਼ਨ ਹੋਵੇ ਤਾਂ ਕੁਪਾ ਕਰਕੇ ਸਾਨੂੰ 020 8583 2299 'ਤੇ ਕਾਲ ਕਰੋ।

Punjabi

Haddii aad rabto koobbi warqaddan ah oo ku saabsan sida looga cawdo adeegyda Hounslow Homes , fadlan soo wac 020 8583 2299.

Somali

ہاؤنسلو ہومز کی سروسز کے متعلق کیسے شکایت کی جائے اس بارے میں سہولت کار کی مدد سے رابطہ کریں۔
020 8583 2299 پر رابطہ کریں

Urdu

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Communications Department

St Catherine's House
2 Hanworth Road · Feltham
Middlesex · TW13 5AB
Communications: 020 8583 4431

How to complain about Hounslow Homes' services



Hounslow Homes' Mission statement:

"To deliver excellent housing services and encourage the development of sustainable local communities"

Hounslow Homes
Managing quality homes for Hounslow

How to complain about Hounslow Homes' services

At Hounslow Homes we are committed to providing high quality services to our customers. We know that sometimes we will get this wrong and when this is the case we want you to tell us about it so we can put things right.

If you are unhappy with the services we, or our partners or contractors, have delivered to you and the staff responsible have not been able to resolve the matter to your satisfaction, then please follow our Complaints process.

● Stage 1

Tell our Complaints Officers about the problem.

You can contact them by:

- **Telephone:** 020 8583 3737
- **Letter:**
Call Centre Complaints Team,
Hounslow Homes,
Ashmead Road
Feltham
Middlesex TW14 9NN
- **E-mail:**
complaints.team@hounslowhomes.org.uk
- **Complaints form:**
Available in our reception areas or you can ask one of our staff to complete one for you
- **Internet:** Visit our website:
www.hounslowhomes.org.uk

The Complaints Officers will arrange for the Manager responsible for the service to reply to you. We will confirm receipt of all our

complaints and we will write and tell you when you can expect a reply. This will normally be within 2 weeks of the date you made your complaint to us.

Our records show that only 10% of customers ask that the matter be taken further once they receive a letter from the Service Manager.

● Stage 2

However if you are unhappy with the reply you receive, you are invited to contact our Customer Services Officers who will carry out an independent investigation on your behalf.

You can contact our Customer Services Officers by:

- **Telephone:** 020 8583 3726
or 020 8583 3727
- **Letter:**
Customer Services Office
Hounslow Homes
St Catherines House
2 Hanworth Road
Feltham
Middlesex TW13 5AB
- **E-mail:**
complaints.team@hounslowhomes.org.uk

If for any reason our managers do not send a reply to your complaint at Stage 1, to ensure that the matter is considered, our Customer Services Officers will automatically upgrade it to Stage 2 and advise you that this is the case.

When any Stage 2 investigation starts they will write to you and let you know when you can expect a reply. This will normally be within 2 weeks of the start of the investigation.

Again our records show that only 10% of customers ask that the matter be taken further once they receive a letter from the Customer Services Officers.

● Stage 3

On those occasions when customers may still not be satisfied with the outcome of the Stage 2 investigation you can ask the Customer Service Officer to refer your case to a Complaints Panel. The Complaints Panel is made up of Hounslow Homes Board Members and Hounslow Council representatives.

When we complete our Stage 2 investigation we will explain how to refer the matter to Stage 3. If you make a referral we will let you know when your complaint will be considered by the Complaints Panel, which normally meet every 6 weeks.

