

## ***Housing Ombudsman Service & Housing Corporation***

Following a response from the complaints panel, if you are still unhappy, you can contact the independent Housing Ombudsman Service. The Ombudsman will only investigate your complaint if you have gone through all the stages of the Association's procedure.

### **The Housing Ombudsman Service can be contacted at:**

Housing Ombudsman Service, Norman House,  
105-109 Strand, London WC2R 0AA,  
Tel: 0845 7125 973,  
Email: [ombudsman@ihos.org.uk](mailto:ombudsman@ihos.org.uk).

If the complaint does not come under the ombudsman's control, you may write to the Association's regulatory body,

**The Housing Corporation, the Enquiries and Complaints Team,  
1 Park Lane, Leeds L23 1EP.**



**Salvation Army Housing Association  
Customer Service Centre  
33/35 Chorley New Road, Bolton, BL1 4QR**

**Phone: 0845 300 0008**

**Fax: 01204 375768**

**Email: [service.centre@saha.org.uk](mailto:service.centre@saha.org.uk)**

*Registered Offices: Barber Surgeons Hall, 1A Monkwell Square, London EC2Y 5BL*

**SALVATION ARMY HOUSING ASSOCIATION**

# **HOW TO COMPLAIN**



## **LEARNING HOW TO BETTER OUR SERVICES**



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# Salvation Army Housing Association Complaints

Salvation Army Housing Association aims to provide a high standard of service to its customers. However, if we get it wrong we want to know about it and will try to put things right. We welcome your complaints as we are keen to learn lessons when things go wrong.

## ***How can complaints be made?***

SAHA will accept complaints in whichever way you choose to make them. This can be verbally, in writing by post, fax, text or e-mail. Please ring Customer Services Centre on 0845 300 0008, or write or e-mail to the address on the back of this leaflet. If you would prefer a Customer Services Officer will complete the complaints form for you when you ring by just asking you a number of questions.

When making a complaint you may wish a relative, a friend or support worker to speak on your behalf, if so, please let us know the name of the person at the time of making your complaint.

Sometimes a complaint may be about something we cannot change for example, the service charges are set in consultation with residents and approved by Board. These could not be altered within in the same financial year however in these circumstances we would give a full explanation to you.

A failure of a system that results in a repair does not constitute a complaint, however a failure in SAHA's response may constitute a complaint.

## ***What is the process?***

In the majority of cases the complaint will be dealt with as stated in our procedure below, however in very exceptional circumstances an individual complaint may be dealt with outside of the procedure, for

example, if the complaint was extremely serious or if the complaint was anonymous, but in the majority of cases we have three stages to our procedure:

### Stage One

We will acknowledge receipt of your complaint within one working day. Your complaint will be given a reference number and passed to a senior manager. He/She will ensure your complaint is thoroughly investigated and will respond to you in writing within ten working days.

If the senior manager needs longer than ten days to investigate your complaint they will contact you to set an alternative target date.

If you are not satisfied with the response you can progress to stage two by contacting SAHA Customer Services on 0845 300 0008.

### Stage Two

Your complaint will be passed to a Director. The Director will look again at your complaint and go over the investigation, conclusion and response. He/She will think about any further information you may provide and, if appropriate, conduct another investigation. You will receive a response within 10 working days.

If the Director needs longer than ten days to investigate your complaint they will contact you to set a new target date.

### Stage Three

If you remain unhappy with the response a complaints panel will consider your complaint. You will be invited to a panel hearing. You, or your representative, can attend and present your complaint in person; alternatively, the meeting can go ahead without you being present. The panel, which includes a Tenant Board Member, will consider the investigations, conclusions and responses from stages one and two and any other relevant information.

You will be notified in writing of the panel's decision about your complaint with ten working days of the meeting.