

CUSTOMER SERVICE

Please rate your experience

Excellent

Good

Average

Poor

Compliments and Complaints



Your feedback is important

We expect everyone in the Paragon Group to provide high quality services to our residents. We aim to ensure that everyone is treated fairly, equally and with respect. If you receive a service from us, we want to know whether you were happy with the outcome, or if you feel we should have done things differently. Your feedback will help us to learn from our mistakes and continually improve the service we provide for you.

Requests and Enquiries

If you have a problem with one of our services but you have not told us about this before, please contact your relevant housing management team. Please contact Paragon maintenance on freephone number **0800 980 9008** if the request is about repairs or maintenance.

If you prefer you can ask someone else to contact us on your behalf. We will always check they have your permission. Alternatively we can put you in touch with an independent advocacy service. They can provide you with support and assistance and help you to explain a problem to us so we can resolve it. They may also provide you with personal support if needed.

Compliments

Please try to find the time to say 'well done' if a person or service merits it. Compliments from residents are a great boost to staff and by retaining

high calibre staff, we can in turn ensure the highest quality service to you. Please send compliments by letter, email, in person or by telephone call. Your comments are very important to us as they help us to monitor what works well and when members of staff have been particularly helpful.

Complaints

Paragon works hard to provide a good quality service. However, we know that sometimes things can go wrong. We need to know, so we can put things right and improve the services we provide. This leaflet explains how you can contact us if you want to make a complaint and how we will respond to you.

What is a complaint?

You can make a complaint to us if:

- You feel unhappy about a service we have provided and this is not the first time you are reporting it to us
- If you feel you have not been treated fairly and in accordance with Paragon's policies
- You feel dissatisfied about the way you have been treated by us or the way a member of staff has behaved

What is not a complaint?

If you are reporting a new problem, such as a repair that needs doing, or a problem with a neighbour, or have a query about rent or arrears,

we would consider this to be a housing management issue rather than a complaint about our service.

How do I make a complaint?

The best and quickest way to get something resolved is to contact the member of staff dealing directly with the matter or who dealt with it initially. If you are not satisfied with the response you get you can then do one of the following:

- Fill in the attached form
- Phone and ask to speak to the complaints co-ordinator for the service, for example, maintenance or service charges
- Send us an e-mail or letter

You can also make a complaint by making an appointment to see someone at our offices. Our offices are wheelchair accessible. If you are unable to make a complaint in any of the ways outlined above, we can, in some circumstances, visit you at home to take your complaint.

When will you acknowledge my complaint?

We will acknowledge your complaint within 3 working days of receiving it.

How long will I have to wait for a solution to the problem?

We aim to sort out your complaint within 10 working days. If this is not possible, we will explain what we are doing to sort out the problem and how long this should take.

What is the complaints procedure?

There are three stages for dealing with complaints:

Stage 1: The manager of the appropriate service will investigate the matter and respond.

Stage 2: If you are not happy with this response please contact us again and a senior manager for that service will investigate the matter and respond.

Stage 3: If you are still not satisfied, please contact us again. A complaints panel, including a director will then consider your case.

At each stage you have 28 days to come back to us if you want to proceed to the next stage.

Sometimes there may be reasons why we do not follow this procedure. These reasons are set out in our full policy.

Making a complaint to Paragon Community Housing Group

Please complete the form at the back of this document if you wish to make a complaint.

Once completed, please return this form to:

Complaints
Paragon Community Housing Group
Freeport WB510
Walton-on-Thames
Surrey
KT12 1DZ

Tel: 01932 235 700

Email: info@paragonchg.co.uk

Web: www.paragonchg.co.uk

Making a complaint to Elmbridge Housing Trust

Please complete the form at the back of this document if you wish to make a complaint.

Once completed, please return this form to:

Complaints
Elmbridge Housing Trust
Freeport WB510
Walton-on-Thames
Surrey
KT12 1DZ

Tel: 01932 235 700

Email: info@elmbridgehousing.org.uk

Web: www.paragonchg.co.uk

Making a complaint to Richmond upon Thames Churches Housing Trust

Please complete the form at the back of this document if you wish to make a complaint.

Once completed, please return this form to:

Complaints
Richmond upon Thames Churches
Housing Trust
Freeport SEA14355
Hampton
Middlesex
TW12 2BR

Tel: 01932 235 700

Email: info@rutcht.org.uk

Web: www.paragonchg.co.uk

Making a repairs complaint

Please complete the form at the back of this document if you wish to make a complaint.

Once completed, please return this form to:

Repairs Complaint
Paragon Repairs and Maintenance
Department
Freeport WB510
Walton-on-Thames
Surrey
KT12 1DZ

Tel: 0800 980 9008

Email: repairs@paragonchg.co.uk

Web: www.paragonchg.co.uk

Housing Ombudsman

If you are still not satisfied you may be able to take your complaint to the Housing Ombudsman whose address is:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Tel: 020 7421 3800

Lo-call: 0845 7125 973

Minicom: 020 7404 7092

Fax: 020 7831 1942

Email: info@housingombudsman.org.uk

There may be occasions when the Ombudsman considers that the issue is not one that they should take up. Generally they will only consider investigating a case brought to them from our residents.

Please note that if you contact the Ombudsman and you have not exhausted our complaints procedure, they may not be able to help and could refer you back to our internal procedure. If you are not sure what to do, please ask staff who will be happy to help.

Shared owners and long leaseholders may be able to use the external services of the Residential Property Tribunal Service to resolve complaints about service charges and the terms of their leases.

Their website is www.rpts.gov.uk

For general advice contact:

The Leasehold Advisory Service
31 Worship Street
London
EC2A 2DX

Tel: 0845 345 1993

Email: info@lease-advice.org

Website: www.lease-advice.org

Your needs

If you would like to receive this information in another format such as large print, Braille or audio, call the Marketing & Communications Manager on **01932 235722**.

如果你提出要求，我們可以將這些信息翻譯成中文。

در صورت درخواست، ما می توانیم این نشریه را به زبان فارسی تهیه و ارائه کنیم.

તમે વિનંતી કરશો તો આ પુસ્તિકા અમે ગુજરાતીમાં પ્રબંધ કરી શકશું.

È possibile ottenere questa pubblicazione in lingua italiana su richiesta.

El impreso está disponible en español a petición del interesado.

Paragon Community Housing Group

Case House
85-89 High Street
Walton On Thames
Surrey KT12 1DZ

T. 01932 235700

F. 01932 235701

E. info@paragonchg.co.uk

W. www.paragonchg.co.uk

Elmbridge Housing Trust and Richmond upon Thames Churches Housing Trust are members of the Paragon Community Housing Group.

Please provide details of anyone you have already spoken to about this issue:

What would you like us to do to put things right?
(continue on extra sheets of paper if necessary).

Please attach any copies of relevant correspondence you wish us to consider as part of your complaint.