

# We are Listening



## Wigan & Leigh Housing's Feedback and Complaints Procedure



Wigan & Leigh Housing is committed to providing high standards of service. You can help us to do this by suggesting ways to improve service.

Community  
Legal Service



# Introduction

In providing a wide range of services to you, the company's aim is to 'get things right first time'. We would like to know how we are doing with this so please tell us what you think.

## This leaflet explains

- How to make comments on services
- How to complain if things go wrong

## Making comments . . .

- We welcome feedback on how well you think we are doing. We want to learn from your experiences of using our services.
- If you compliment us on doing something well we can make sure the good practice spreads to other areas. You may have suggestions on ways we could improve things. You may simply want to make a comment.
- Why not let us know by completing this feedback form or contacting us by one of the other ways listed later in this leaflet.
- If you give us your name and address we will send you a reply.

# Making a complaint

Sometimes we may not have provided the service you expected. Please tell us if you are not satisfied with the way we have treated you. This will help us to put things right and improve the way we do things in the future

Contact the office concerned, or complete this form and explain the problem. Where we have got things wrong we will apologise, give you an explanation and tell you what action we will take to put things right. Most problems can be sorted out on-the-spot but some may need more time to look into fully

## What is a complaint?

A complaint is an expression of dissatisfaction, however made, with any of the following:

- We have done something badly or wrong
- We have failed to do something we should have done
- We have failed to provide a service in accordance with policy or procedure
- We have been impolite or discourteous

# Review of complaints

A record will be made of all complaints and a summary of the outcomes will be reported to a complaints panel and in newsletters to all tenants. We believe it is important that we tell you how you are helping to improve the service at Wigan & Leigh Housing.

## We are listening

We want to know what you think of the services we provide.

Please write on the tear off form at the back of this booklet. You don't have to give us your name and address but if you do we will make sure that you get a reply.

If you prefer you can also give your feedback or make your complaint by:

- telephone
- in writing
- in person
- by e-mail
- using our website ([www.walh.co.uk](http://www.walh.co.uk))

# How we will deal with your complaint

Any complaint will initially be dealt with by the Area Housing Manager or the Section Head for central sections.

We will send you a letter within 3 working days of receiving your complaint. This letter will either respond in full to your complaint or acknowledge that we have received it.

The acknowledgement letter will tell you the name and telephone number of the person investigating your complaint.

In normal circumstances we will deal with your complaint within 10 working days of receipt. Sometimes more complex issues may take longer but we will keep you informed of progress.

Compensation will be considered in cases where our actions have resulted in some loss or damage being sustained by you.

If you are still not satisfied you may appeal to the appropriate Director. The same procedures for keeping you informed of progress will apply.

If you are still unhappy with the way we have dealt with your complaint you can contact:

- The Chief Executive
- The Local Government Ombudsman



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