

petersfield housing association limited



# MAKING A COMPLAINT

## Making a complaint

Petersfield Housing Association (PHA) prides itself on providing an excellent service to our residents and does not like anyone to feel that the level of service given is not to a good standard.

However, we recognise that there are occasions when things do go wrong and that you might feel the need to make a complaint. For this reason, it is important that there is a procedure in place to ensure that all parties receive an excellent but fair service and that you understand how your complaint will be dealt with and in what time scales.

The Association operates a 4 stage complaints procedure:

### Stage 1

This is informal. You should contact the Housing Officer or Property Officer who will try to resolve the problem & will respond to you, in writing, within 10 working days.

Formal complaints about neighbours or members of PHA staff or contractors must always be in writing. If the complaint is about a neighbour or a PHA member of staff or contractor, the complainant's identity will be kept confidential unless they permit it to be known. A confidential interview in your home or in the office will be offered.

**For stages 2-4 the complaint must be in writing.**

### Stage 2

The complaint will be dealt with by the Housing Manager. A full response will be made in writing within 10 working days.

### Stage 3

The complaint will be dealt with by the Chief Executive. A full response will be made in writing within 10 working days.

### Stage 4

This will involve a panel of 3 Board members, one of whom will normally be the tenant representative, who will consider a confidential report. The complainant will be able to see the report before it goes to the Board panel and will be able to add their views if they believe the report to be incorrect. The complainant will be invited to a meeting with the Board panel to discuss their complaint. After consideration at the meeting, the Chairman will write to the complainant with their decision within 5 working days of the meeting.

---

## Recording & monitoring

---

**If you are still not satisfied you have the right to contact the Housing Ombudsman – BUT only after each stage of the complaints procedures have been completed.**

Contact details are:

The Independent Housing Ombudsman Ltd  
Norman House, 105-109 Strand,  
London WC2R 0AA

Tel 020 7836 3630

---

The Association takes a positive view about all complaints and uses your views to help us determine where the service can be improved.

---

For more details about our complaints procedure, please contact the Housing Officer or Property Officer.

All complaints received are recorded in the Association's 'Complaints and Nuisance Log' located on our housing management IT system. This system allows all information to be included and offers a tracking system. A complaint will be updated and progress monitored regularly by both the Housing Officer and the Housing Manager.

All relevant details are included within our Quarterly Performance reports which are sent to all Board members to help monitor the Association's response to your complaints.



petersfield housing association limited



---

t. 01730 263589

f. 01730 262111

[www.petersfieldhsg.co.uk](http://www.petersfieldhsg.co.uk)

petersfield housing association limited  
32 Lavant Street, Petersfield, Hampshire GU32 3EF