

Complaints

How we deal with them

We want to hear from you

If you are not satisfied with any aspect of the service you receive from us, you have the right to complain. Our complaints procedure follows a formal process which is outlined below. You can contact us in person, in writing, on the phone, via email or fax, or you can appoint someone to deal with the complaint on your behalf - providing they have your permission

Our Complaints Procedure is set out in 3 simple stages

Stage 1

- Once you have reported your complaint, a copy of your comments and any correspondence will be logged onto a complaint form. A copy of the form will be sent to you within 2 working days to ensure the details we have taken from you are correct.
- Your complaint will then be passed to the relevant departmental manager who will co-ordinate a written response to you within 10 working days. If at that stage it has not been possible to resolve the complaint, an account of further actions and timescales will be sent to you.

Stage 2

- If you are unhappy with the outcome of our complaint at Stage 1, you may proceed to Stage 2.

- The process outlines above will be repeated and your complaint investigated by the relevant departmental Director. You will receive a written response to you complaint within 10 working days.

Stage 3

- If you are still unsatisfied with the outcome of your complaint following stage 2, your complaint will be investigated by the Chief Executive, who will ensure that within 2 working days you are advised of his involvement and the date by which he will co-ordinate a written response to your concerns.

What if I'm still unhappy with the outcome?

If you feel your complaint has not been dealt with to a satisfactory standard and you remain unhappy with the outcome, you have the right to appeal. Your appeal case will be considered by the Association's Board of Management at a meeting of the Neighbourhood Management committee.

Independent Advisory Services

If you don't feel your complaint has been dealt with satisfactorily, you can contact one of the independent ombudsman services as follows:

The independent Housing Ombudsman
105-109 Strand
London
WR2 0AA Telephone: 020 7836 3630

If you are staying at a Registered Care Home, you can contact:

The Commission for Social Care Inspection (CSCI)
Area Office
2nd Floor
St David's Court
Union Street
Wolverhampton
WV1 3JE Telephone: 01902 873720

If you are receiving a Supporting People funded support service you can contact:

Walsall MBC Supporting People Team
9th Floor
Townend House
Walsall
WS1 1NS Telephone: 01922 658993

We strongly encourage customers to tell us their views and comments, as they help us make improvements for everyone using our services.

Opening Hours/Contact Details

The reception is open from 9am - 1pm, 2pm - 5pm Monday to Friday (except Bank Holidays), where customer services staff are on hand to deal with a wide range of enquiries, including reporting a repair, and offer advice and assistance.

Telephone: 01922 614505
Fax: 01922 630389
Email: info@caldmorehousing.co.uk

Address: 18 Caldmore Green
Walsall
West Midlands
WS1 3RL

www.caldmorehousing.co.uk