

Transforming Lives.

# How to Complain



**saha**

Salvation Army Housing Association



## Saha complaints

Saha 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 the. This can be verbally, in writing by post, fax, text or e-mail. Please ring Customer Services Centre on 0800 970 6363, or write to us on the address on the back of the leaflet. if you would prefer a Customer Services Officer will complete the complaints form when you ring by just asking you a number of questions.

When making a complaint you may wish a relative, 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.

Sometime 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 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?

### 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 within 10 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 0800 970 6363.

### 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 Resident representative, 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 within ten working days of the meeting.

### Stage 4 – Independent Right of Appeal

If the above procedure has been followed and the issue has not been resolved, the complainant may appeal to the independent Ombudsman at:

Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Telephone: 0300 111 3000, Fax 020 7831 1942

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

## Designated person and the Housing Ombudsman Service

### Designated person

If the landlord cannot put things right, the next step is to contact an MP, a local councillor or tenant panel - these are the three types of designated person.

Designated persons are there to help to resolve disputes between tenants and their landlords. They can do this in whatever way they think is most likely to work.

If the designated person cannot help they can refer a complaint to the Ombudsman.

Complaints do not have to be referred by a designated person, but if they are not there must be at least 8 weeks from the end of the landlord's complaint process before the Ombudsman can consider the case.



### Salvation Army Housing Association

Customer Service Centre

2nd Floor, 53-55 Victoria Square, Bolton BL1 1RZ

**Phone:** 0800 970 6363

**Fax:** 01204 375768

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

**Website:** [saha.org.uk](http://saha.org.uk)

**Registered Offices:** 3rd Floor, St Olaves House,  
10 Lloyds Avenue, London, EC3N 3AJ