

If you would like this information in a different language,  
in large print or on CD, please contact us on 01235 515900.

**Polish** Pomóż nam ulepszyć nasze usługi

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

**Portuguese** Ajude-nos a melhorar o nosso serviço

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

**Bengali** পরিষেবার উন্নতিতে আমাদের সাহায্য করুন

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

**Chinese** 協助我們改善服務

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

**Albanian** Na ndihmoni të përmirësojmë shërbimet tona

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

**Slovakian** Pomôžte nám zdokonaľiť naše služby

Ak požadujete túto informáciu v inom jazyku, vytlačenú s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

**Soha Housing, Royal Scot House,**  
99 Station Rd, Didcot OX11 7NN

**Tel:** 01235 515900

**Fax:** 01235 515970

**Email:** [housing@soha.co.uk](mailto:housing@soha.co.uk)

**Website:** [www.soha.co.uk](http://www.soha.co.uk)



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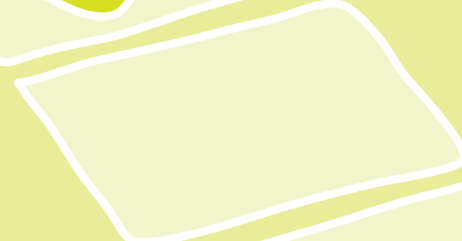
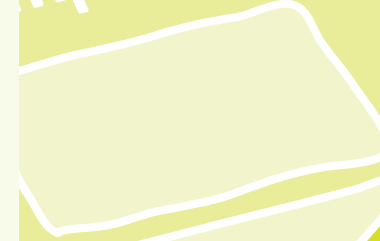
Help us to improve our services  
- how to make a complaint



Improving  
Could do better

Improving

Could do better



## Tenants have helped us to develop standards for responding to complaints. We will:

- Accept complaints made in any format
- Welcome complaints to help us improve services
- Respond to complaints within agreed timescales (set out in complaints leaflet/on our website)
- Provide a response which takes your complaint seriously and addresses each point you have raised
- Handle your complaint in a fair and unbiased way
- Keep your complaint confidential if you prefer
- Check how satisfied you were with the complaints process through a survey
- Learn from complaints and tell tenants where changes are made following a complaint



## How to make a complaint

At Soha Housing we actively welcome complaints from our customers. Complaints help us to identify areas of weakness so we can learn from them in order to continually improve our services to you.

This booklet tells you how you can make a formal complaint and also contains a form which you can use to make your complaint.

The complaint form is also available on Soha's website at [www.soha.co.uk](http://www.soha.co.uk). If you would like help in filling in the form, any member of Soha staff will be happy to help you do this. Also, if you have any particular needs, for



example if you would like the complaints form on tape or translated into another language, please tell us.

Soha will accept complaints from individuals, or formally constituted or informal groups.

If you have asked for someone to deal with the matter on your behalf, we will be happy to respond to them with your permission. We can also let you know where you may be able to seek independent advice, for example from a Citizens' Advice Bureau (CAB) or a housing advice centre. Please ask if you would like more information about this.

We will handle your complaint in a fair and unbiased way and we can keep your complaint confidential if you prefer.

## Five easy ways to make a complaint

There are many ways you can register a complaint, such as:

### 1 In writing (including: complaint form, letter or fax)

- Complaints Co-ordinator, Soha Housing, Royal Scot House, 99 Station Road, Didcot, Oxon OX11 7NN  
Fax: 01235 515970

### 2 By email

- [housing@soha.co.uk](mailto:housing@soha.co.uk)

### 3 Via Soha's website

- [www.soha.co.uk](http://www.soha.co.uk)

### 4 By phone

- Call 01235 515900

### 5 In person

- By visiting Soha's office
- When a member of Soha's staff visits you

## Formal complaints procedure

Soha's complaint procedure consists of the following 3 stages:

### Stage 1

Your complaint will be acknowledged in writing within 3 working days of receipt by Soha Housing's Complaints Co-ordinator.

The acknowledgement letter will give you the name and position of the member of Soha's Senior Management Team who will respond to your complaint. Within 10 working days you will receive a formal written response from the Senior Manager investigating your complaint.

If you are not happy with the response you can ask for your complaint to be moved to the next stage. If you wish to progress to the next stage you must notify the Complaints Co-ordinator within 3 months of the date of our formal response to you.

### Stage 2

Within 3 working days of receiving your request to progress to Stage 2, the Complaints Co-ordinator will acknowledge your request in writing.

The acknowledgement letter will give you the name and title of the Director who will be responding to your complaint.

Within 10 working days you will receive a formal written response from the Director investigating your complaint.

If you are not happy with the response you can ask for your complaint to be moved to the next stage. If you wish to progress to the next stage you must notify the

Complaints Co-ordinator within 3 months of the date of our formal response to you.

### Stage 3

Within 3 working days of receiving your request to progress to Stage 3 the Complaints Co-ordinator will acknowledge your request in writing and you will be invited to present your case to a panel of 3 Board members (the panel will include, where possible, the Chair or Vice Chair of the Board and at least one Board member who is a tenant). The Board members will give Soha's final response and the reasons for their decision within 10 working days of the hearing.

This is the final stage of Soha's formal complaints procedure.

### The Independent Housing Ombudsman (IHO)

Soha is a member of this scheme. If you are dissatisfied with the outcome of your complaint after a response has been given by Soha's Board at Stage 3 of the procedure, you can ask the IHO to investigate your complaint.

The IHO will only consider a complaint once it has been investigated at all three stages of Soha's complaints procedure and within 12 months of your complaint being made.

Contact details for the IHO are:

Address: Housing Ombudsman Service, 81 Aldwych,  
London WC2B 4HN

Phone: 020 7421 3800 Fax: 020 7831 1942

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

Website: <http://www.ihos.org.uk>

## Resolving your complaint

There are various forms of action that Soha will take to try to resolve your complaint, if we have made a mistake or not provided a service that we have promised. For example we can:

- Give you a formal written apology
- Carry out work that needs doing
- Reconsider decisions that you are not happy with
- Improve our procedures or ask our contractors to improve their procedures
- Give extra training to staff where needed
- Consider paying you compensation

### Learning from complaints and improving our service

Soha's Senior Management Team and Directors regularly review and monitor complaints that have been received in order to identify areas where services may need improving. The Tenants' Forum also receives a regular report of complaints that have been received and can make suggestions as to how our service can be improved as a result of complaints.

If you would like more information on getting involved with Soha's Tenants' Forum, or in any other way, please ask any member of staff or request a 'How you can get involved' leaflet.

We also carry out an annual survey on all tenants who have registered a complaint. Please help us by taking the time to complete this survey as it monitors how well the complaints procedure works for you and whether or not you are satisfied with the process.

## Complaints form

This is the section of the booklet for you to complete, tear off and return to Soha (no stamp needed):  
Soha Housing, Freepost SCE2680, Royal Scot House,  
99 Station Road, Didcot, Oxon, OX11 7YW

Title: ..... First name: .....

Surname: .....

Address: .....

.....

Postcode: .....

Daytime telephone number: .....

Evening telephone number: .....

Mobile telephone number: .....

If you have already spoken to a member of Soha's staff and know their name please write it here:

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Please tell us your complaint here and give dates where relevant. (Please use extra paper if necessary)

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## About you

This confidential section asks for information about you and helps us check we are dealing with our complaints consistently and fairly. It is optional.

**Date of birth:** Day   Month   Year

Male:  Female:

**Please tick the box which you feel best describes your sexual orientation:**

Heterosexual:  Bisexual:  Gay or lesbian:

**Please tick the box which you feel best describes your religion or beliefs:**

Christian  Hindu  None

Muslim  Jewish  Other

Buddhist  Sikh

**Please tick the box which you feel describes your ethnic origin:**

**a White** British

Irish

Other white background

(Please give details)

**b Mixed** White and Black Caribbean

White and Black African

White and Asian

Any other mixed background

(Please give details)

## c Asian or Asian British

Indian

Pakistani

Bangladeshi

Other Asian background

(Please give details)

## d Black or Black British

Caribbean

African

Other Black background

(Please give details)

## e Chinese or other ethnic group

Chinese

Other ethnic group

(Please give details)

**Do you consider yourself to be disabled?**

Yes  No