



Help us improve our services



How to make a complaint

Soha welcomes complaints

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.

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 get independent advice, for example from a Citizens' Advice office (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.

Make your complaint

You can make a complaint by:

- going online to www.soha.co.uk/feedback-and-complaints,
- emailing housing@soha.co.uk,
- calling 01235 515900 or free on 0800 014 1545,
- visiting our office in Didcot, or
- filling in the form on the inside back cover of this leaflet.

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 procedure in audio form or translated into another language, please tell us.

What happens when I complain?

Stage 1

Stage 1 of the procedure means that a senior manager or Director will contact you by phone or e-mail within two working days. They will tell you what they will do to address your concern. After

they have tried to sort out your complaint, they will contact you (within 10 working days of your formal complaint) telling you what we have done and confirm this by letter or email.

Hopefully we will have sorted out your complaint. However, if you are unhappy, the letter will tell you how to go to Stage 2 of Soha's complaint's procedure.

Stage 2

Stage 2 means that your complaint will be heard by a panel of three Board members. At least one of the Board members will be a tenant. You may be invited to speak directly to the members. They will consider your complaint. We will then inform you in writing of the decision. Because it may take a while for the Board members to meet, Soha will consider Stage 2 within fifteen working days of you raising the matter at this stage. Following this, Soha will then write to you within five working days telling you of our decision. This is the final stage of Soha's complaints process. We hope that Soha will have resolved your complaint so that you are satisfied - but if you are

not satisfied with Soha's final response, you can appeal to an independent body.

Independent Tenants' Panel

Soha has a panel of tenants who will consider your complaint independently. We have agreed that the Chair of the Tenants' Forum can make up a Panel by asking three tenants from the tenant portfolio holders on the Forum to meet to consider your complaint. The Panel will not include tenants who are members of Soha's Board.

They will also review what Soha has done to try to sort it out and may ask to see you and someone from Soha. They will either try to resolve your complaint themselves or refer you straight to the Housing Ombudsman Service.

Because of the time needed to get the Independent Tenants' Panel together, this process may take up to eight weeks. They will write to you to tell you of their view. Soha will also write to you to tell you what Soha's response is to the findings of the Tenants' Panel.

HOW WE HANDLE YOUR COMPLAINT TO GET YOU RESULTS

1

Let's get it sorted!

We aim to get things right first time when you report a problem.



I'm not happy



2

What does a senior manager think?

A second pair of eyes can sometimes help. We call this **Stage One**.



The senior manager will talk to you within two working days.

The majority of our complaints end after **Stage One**.



I'm still not happy



Ask the **Housing Ombudsman** for their view

5

Soha listens to its residents and aims to get complaints sorted out quickly and effectively.

What does Soha's Board think?



3

Three of them will consider the complaint (there will always be a tenant Board member involved). We call this **Stage Two**. This is the end of Soha's formal complaints procedure.



They will meet within 15 working days and tell you of their decision within a further five working days.



Can someone independent check out my complaint?



4

Yes! The Independent Tenants' Panel will have a look and have eight weeks to do this.

I'm still not happy



The Housing Ombudsman Service (HOS)

The HOS is an independent organisation that offers a free and fair way of dealing with complaints against housing associations. If you decide not to use the Independent Tenants' Panel to deal with your complaint, you can contact the HOS yourself.

The HOS will only consider a complaint once it has gone through both stages of the Soha complaints procedure. You must have waited at

least eight weeks before contacting the service unless you are referred by the Independent Tenants' Panel.

You can contact the HOS at:
Housing Ombudsman Service
81 Aldwych

London WC2B 4HN

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

You can download a copy of the HOS complaints form at www.housing-ombudsman.org.uk

Please complete this form, tear it off and return it to
Soha (no stamp needed) at FREEPOST SOHA HOUSING

Name

Surname.....

Address

Postcode

Telephone (day).....

Telephone (mobile).....

Email

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

.....

Please tell us your complaint here and give dates
where relevant. Use extra paper if you need to.

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.....

Please tell us how you think we could
best resolve your complaint

.....

.....

Signed.....

Date

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

Polish

Dołożymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampo a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিয়য়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



Soha Housing

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