

Let's talk about...

Complaints

We always aim to provide excellent services, but we can't do this without knowing what you think we do well and where we need to improve.





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Complaints

Sometimes things might happen that you are not entirely satisfied with. You may wish to take these further and complain about the service you have received.

You might wish to make a complaint about us in the following circumstances:

- When you think we have not acted as quickly as we said we would
- When you think we have done something incorrectly or below standard
- When you think we have not done something we should have
- When you think you have been treated unfairly or impolitely

Most complaints are simple to resolve and can be dealt with quickly. A phone call or letter will usually sort things out.

Sometimes a complaint can be more serious and will involve an investigation by the Trust. In this case, your complaint will be recorded and monitored to give you as speedy a resolution as possible.



There are two stages to the complaints procedure.

Stage 1

If you make a complaint you will:

- Receive an acknowledgement of your complaint within two working days
- Be given a decision on the matter within 10 working days, with a clear reason why we accept or reject your complaint

Sometimes it will not be possible to reach a decision on the matter within 10 working days, but in these

cases you will be kept informed about the delay.

If we accept your complaint we will let you know what we are going to do to put things right. If your complaint is not upheld, you will be given the reason why and the steps to take should you disagree with the decision.

Stage 2

Appeal to the Trust Board

If you are still not happy you can appeal to the Trust Board. Up to three Board Directors will meet you personally to listen to



your concerns and make a judgement about your complaint. A panel meeting will be arranged within 20 days.

In some cases a decision can be made on the day. If not, you will receive a response within five working days.

The Housing Ombudsman Service

If you still disagree with the decision you can contact the Housing Ombudsman Service

at 81 Aldwych, London WC2B 4HN.

Putting things right

There are various ways we can put things right if we have got something wrong. We can:

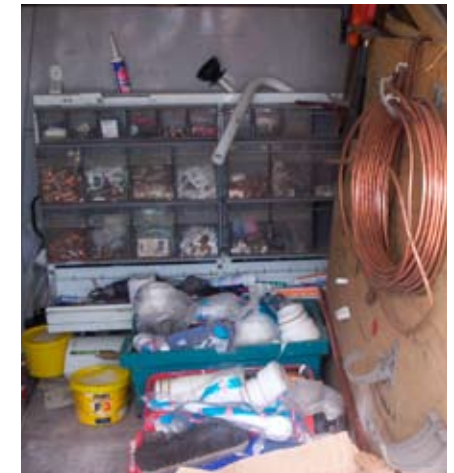
- Make an apology
- Take remedial action
- Award compensation for any damage, loss or inconvenience in accordance with our compensation policy.



Learning from complaints

The Trust uses complaints positively to identify where services can be improved.

If this means making immediate changes or implementing longer term changes, the Trust will monitor the situation to make sure that the complaint does not recur.



CDHT's complaints form

(Please continue on a separate sheet if necessary)

Name

Address

Contact phone numbers

E-mail

What happened/did not happen? And when?

How long have you been affected by this?

CDHT's complaints form

What do you think we should do to put things right?

Have you told us about this before?

If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

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