

# Feedback including Complaints

Are you unhappy with the service we have provided?  
Has something gone wrong?



We are always keen to put things right and want to make sure you, as our customer are happy with the service we provide.

We are committed to the provision of a high quality of service for our customers. We welcome complaints, comments and compliments.

What should you do if you are unhappy?

Tell us why you are unhappy with our service using the following ways to get in touch:



01925 246810



admin@wha.org.uk



The Gateway, 89 Sankey Street,  
Warrington, WA1 1SR



@WHAorguk



WHAorguk



Warrington Housing  
Association



www.wha.org.uk

We will try and fix things straight away. If we can, we will give you an answer straight away and resolve your problem. We will ask if you are happy with the outcome or if you wish to make a formal complaint.

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## Complaint Stage 1

- If you wish to make a complaint we will register this as a stage 1 complaint. We will acknowledge your complaint within 5 working days. A senior Manager will then investigate the complaint and respond to you in full within 10 working days of our acknowledgment.
- If we need some more time, we we will let you know. This should not be any longer than an additional 10 working days.

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## Complaint Stage 2

- If you are not satisfied with the response to your stage 1 complaint, you can let us know. We will then escalate your complaint to a stage 2 complaint.
- Again, we will acknowledge your request within 5 working days. A Director will then investigate your complaint. They will review your complaint, the response you received and carry out any further checks they need to make their decision.
- We will respond to a stage 2 complaint within 20 working days. Should we need longer, we will let you know and this should be no longer than 20 working days.

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Housing  
Ombudsman Service

- Once you have received your response at stage 2, should you remain dissatisfied you can contact the Housing Ombudsman. We will share their details with you in all our responses. They act independently and will review your complaint and how we have responded. They will then decide what action is needed, if any.

We always learn from complaints to improve our service so value your feedback – good or bad!

### Frivolous, vexatious or persistent complaints:

Some things we do not class as complaints include reporting anti social behaviour or fly tipping. These are dealt with in a different way. We can also not deal with a complaint which is about a service we do not deliver, for example, refuse collection.