



**0800 197 2805**

**One number for all your needs**

**Or local rate number: 01905 670200**

Or visit us in person at:

**Customer Service Centre**

Independent House, Farrier Street, Worcester WR1 3BH

Open Monday to Friday 8.30am to 4.30pm

Wednesdays 8.30am to 3.00pm

**Warndon Neighbourhood Office**

56 Cranham Drive, Warndon, Worcester WR4 9PA

Open Monday to Friday 8.30am to 4.30pm

Tuesdays 8.30am to 3.00pm

**[www.wch.net.co.uk](http://www.wch.net.co.uk)**

**Minicom: 01905 769921**

**If you would like this booklet:**

**On audio CD, in large print, in a format that you can read on your personal computer** please contact **Customer Services on 0800 197 2805** or local rate number **01905 670200**.

ইংরেজি ভাষার বিষয়ে সাহায্য চান – এথনিক্ অ্যাকসেস্ [Ethnic Access] এর সঙ্গে যোগাযোগ করুন, টেলিফোনঃ 01905 25121  
“如需我們幫助你理解英文—聯繫 Ethnic Access (少數民族服務獲取組) , 電話 : 01905 25121”

'Necessita de ajuda com o seu Inglês? – contacte Ethnic Access Tel.: 01905 25121'

ਮਹਿੰਨੀ ਹਮਦੀ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ – ਈਥਨਿਕ ਐਕਸ ਟੈਲ 01905 25121 'ਤੇ ਸੰਬੰਧਿਤ ਸੰਪਰਕ ਕਰੋ।

آپ انگریزی میں مدد چاہتے ہیں— نسلیاتی رسائی [Ethnic Access] سے رابطہ کریں ٹیلیفون: 01905 25121

'Potrzebujesz pomocy z Angielskim – skontaktuj się z Ethnic Access Tel: 01905 25121'

'Нуждаются в помощи с английским – позвоните в «Ethnic Access» по тел: 01905 25121'

'Inglizce konusunda yardima ihtiyacınız varsa, Ethnic Access'i arayın. Tel: 01905 25121'



**Tell it like it is**

*We want to hear your comments,  
compliments or complaints.*

**Making a Difference**

# Tell us about it

Worcester Community Housing (WCH) is committed to providing quality housing services. To do this we need to know what's good, what's bad and what you think about what we do. We know that in any service things can go wrong and, when they do, we need you to tell us about it. That way we can make sure we work to do better in the future.



## If you like something

If you think we are doing something well or that staff are giving great service, please tell us. Compliments and comments will help staff know they are doing well and that their efforts are worthwhile. Everything you say will be passed on to the people concerned.

All you have to do is fill in this form and post it back to us. We will do the rest.

## If you don't like something

If you want to make a complaint about any part of our service please make sure that we are the first to know.

You may want to complain:

- › About any part of our service you are not happy with;

- › If there is a service you think you need that we do not offer;
- › If you feel you have been treated unfairly or rudely by WCH staff.

## Making a complaint

You can complain in person, by letter, phone, fax, email and on-line or simply by using this form. Whichever way you choose to make your views known we will make a note of what you say and make sure you have a copy for your records. We will also make sure you know the name of the person who is dealing with your complaint.

### Stage 1

We will write to you within three working days and tell you who is dealing with your complaint, what happens next and how long

it will take to deal with it. We will investigate what you have said and let you know our response within ten working days.

If you are not satisfied with our response to your complaint then you need to tell us exactly why before we move onto Stage 2. Please remember your dissatisfaction must relate to the points raised in the original complaint. No new matters can be introduced at this stage. If new matters are introduced then they will be dealt with as a separate complaint and start again at Stage 1. This applies at all the stages of the complaints process.

### Stage 2

A member of the WCH Corporate Management Team will take the lead and look into what you are saying. He or she will get back to you within ten working days.

If you are still not satisfied, then it's on to Stage 3.

### Stage 3

The Stage 3 investigation will be completed by a Director or the Chief Executive (depending

on who dealt with Stage 1 and 2) and a Board Member. The complaint will be dealt with within 10 days. However in more complex cases this timescale may be extended. We will let you know if that needs to happen.

**Please remember** – you need to respond to our letters within 28 days, otherwise we will assume you do not want to take the matter further.

## If you are still not satisfied

If you are still not satisfied after you have exhausted all stages of our complaints policy you can take the matter further to the Housing Ombudsman. This service is independent and investigates complaints against landlords. We will give you all the information you need on how to complain to the Housing Ombudsman if you decide to do this.

You can also make your comments, compliments or complaints on line. Just visit our website at [www.wch.net.co.uk](http://www.wch.net.co.uk) and click on the 'Tell it like it is' button on the left-hand side of the home page.

We will write to you to let you know how your complaint is being dealt with. You can also call us on **0800 197 2805** (or local rate number **01905 670200**) if you need to know more.