



## Complaints and Compliments Form

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# Complaining and Complimenting



# Complaints and Compliments Form



West Kent wants to learn from the things we have done well. When we get things wrong we want to put them right and learn from our mistakes. To do this we need you to tell us how we are doing.

This leaflet explains how to make a complaint, or how to compliment any part of West Kent, West Kent Extra or our contractors.

This leaflet is for all people and organisations that come into contact with, or receive a service from West Kent.

## How to make a complaint or compliment

Any member of West Kent staff can deal with your complaint or compliment. You can make a complaint, or compliment us by filling out the attached form. If you prefer you can tell us in person, over the telephone by calling 01732 749400 or 0800 1691122, or by email at [feedback@wkha.org.uk](mailto:feedback@wkha.org.uk)

If you need some help with this you can ask a member of staff, a friend or family member, or we can direct you to someone independent.

## Compliments

If you are pleased with something and want to compliment West Kent we will record it. We will make sure the compliment is fed back and learnt from. We do not respond to all compliments received.

## Complaints

West Kent's definition of a complaint is: 'Where a customer is unhappy with West Kent's first response to their enquiry and wants us to put this right'.

## What will happen when you make a complaint?

West Kent has a three stage complaints procedure.

**Stage one** – We will try to resolve your complaint immediately. If this is not possible we will send you an acknowledgement within two working days and reply fully within ten working days. We aim to resolve most complaints at this stage.

**Stage two** – If you are not happy with our reply at stage one, you can ask for a more senior member of staff to look at your complaint.

**Stage three** – If you are not happy with the reply at stage two, the Policy and Service Improvement team will consider your complaint to see if they can resolve it. If this is not possible they will arrange a panel hearing where the chief executive and two board members will look at your complaint.

If you are still not happy after stage three you can ask for someone outside West Kent to look at your complaint. This is normally the Housing Ombudsman Service, but may be someone different, depending on what your complaint is about. We will let you know who you should go to after stage three. The Ombudsman's contact details are:

Housing Ombudsman Service,  
81 Aldwych, London, WC2B 4HN  
Telephone: 0300 111 3000  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

For a full copy of West Kent's Complaints Policy please ask a member of staff.

Please tick box:  this is a complaint from  this is a compliment from

Name:

Address:

Daytime Phone No:

Email:

**Tell us about your complaint or compliment**  
(use a separate piece of paper if needed)

**If you are making a complaint, what do you think we should do to put things right?**

CUT HERE

**When you have completed this form, please return it to either the Swanley or Sevenoaks address:**

**West Kent Housing Association**

Swanley Local Office,  
39 Swanley Centre,  
Swanley,  
Kent BR8 7TQ

**West Kent Housing Association**

Head Office,  
101 London Road,  
Sevenoaks,  
Kent TN13 1AX

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If you would like to receive this information in another format, for example in large print, in another language, in Braille, on tape or CD, please telephone 01732 749400 or ask any member of staff.

هل تحتاج لترجمة هذا؟ اتصل بنا على 01732 749400

এটিকে অনুবাদ করে দিতে হবে? তাহলে 01732 749400 -এ কল করুন।

需要翻译这份资料吗? 请致电 01732 749400。

Sie möchten den Text übersetzt? Rufen Sie 01732 749400.

Potrzebujesz przetłumaczyć ten tekst? Dzwon na numer tel. 01732 749400.

Precisa disto traduzido? Contacte 01732 749400.

இதை மொழிபெயர்க்க வேண்டுமா? அழைத்திடுக - 01732 749400.

Bunun tercümesini istiyor musunuz? 01732 749400 no.lu telefonu arayınız.

**West Kent Housing Association**

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