

## When things go wrong

### Our Commitment

We are committed to delivering a high quality service to all our customers.

Through your positive and negative customer feedback we welcome the opportunity to improve.

We do recognise that there will be occasions when our service may fall short of what you can expect. On such occasions, we welcome and treat seriously any complaints that are made about the quality of service given to you.

Compliments are also valued as they help us to improve by learning from our successes.

### How you can make a Complaint?

You can make a complaint to Sentinel by any means that is available to you:

- in person,
- via letter, Sentinel Housing Association, 56 Kingsclere Road, Basingstoke, Hampshire, RG21 6XG
- email, [customer@sentinelha.org.uk](mailto:customer@sentinelha.org.uk)
- telephone 0800 195 5515 from a landline or 0300 666 5515 from your mobile
- fax 01256 844704.

When we get a complaint we will keep you informed throughout the process, showing how we understand the issues.

To try to resolve the complaint we have a three stage process:

#### Stage one

A member of staff will seek to resolve the issue within five working days. If that is not achieved the matter will be referred to Stage Two.

#### Stage Two

The Customer Services Manager, with the related Team Manager, will investigate the matter further and respond within 10 working days.

#### Stage Three

If the matter still remains unresolved to your satisfaction, the issue is referred to the Association's Complaints Panel within 20 working days.

Mediation will be offered to you as a means of resolving issues whenever appropriate.



## What if the Complaint is still unresolved?

If a complaint is still unresolved after the Complaint Panel hearing, you may refer the matter to the Independent Housing Ombudsman Service.

Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN

Tel: 020 7421 3800 Lo-Call: 0845 7125 973 Minicom: 020 7404 7092

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

We aim to resolve all complaints from the date they are received within twenty working days. However these timescales may be affected if external agencies are involved.

## What will Sentinel do if it is found that we did not meet our service quality or delivery standards?

Where it has been found that we have failed to deliver the expected level of service, we will:

1. Apologise;
2. Seek to solve the issue and award compensation where appropriate;
3. Learn from the experience and invite you to contribute to any Involvement Group.

## Difficult, unfounded or out-of-date complaints

Where there is little or no evidence to support a customer's complaint, or the complaint is unreasonable, we reserve the right to not investigate the complaint beyond Stage Two.

We do not view a customer as being vexatious simply because they pursue a complaint in a forceful or determined manner. However, customers who make unreasonable, frequent or trivial complaints to us and our staff may be regarded as vexatious.

We will only investigate a complaint if the incident happened within the last 12 months.

### If you would like **When things go wrong**

in large print, braille or translated please contact the Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from your mobile phone.

