

A GUIDE

to Complaints and Compensation



This Document has
been Read and
Approved by
Residents

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders, shared owners and those people living in supported or sheltered accommodation.

Complaints and Compensation

Introduction

This leaflet has been produced to explain Cosmopolitan Housing Association's policy and procedures for dealing with complaints. It tells you:

- **What sort of complaints are covered by this policy**
- **The standards you can expect from us in dealing with a complaint**
- **How to make a complaint**
- **What we will do to put things right**
- **Your options if you are unhappy with our response.**

This leaflet is also available on our internet site www.cosmopolitanhousing.co.uk, which also contains other useful information about Cosmopolitan Housing Association.

Services you can expect

Cosmopolitan Housing Association is committed to delivering high quality services.

We take a positive attitude to complaints, as they offer us an opportunity to put things right and to improve our services for the future. We welcome all your comments about our services, whether they are complaints, compliments, or suggestions.

The types of things that are covered by our Complaints Policy are:

- Poor quality services
- Failure to meet our obligations as a landlord
- Delays
- Mistakes.
- Staff conduct.

Service Standards

The standards that we will apply in dealing with your complaint are as follows:

- Acknowledge receipt of your complaint at all stages
- Investigate all complaints thoroughly
- Deal with all complaints speedily, responding within 10 working days and exceeding timescales wherever possible
- Keep you informed of progress at all times
- Treat your complaint in confidence
- Treat you no differently because you have complained
- Not to discriminate against you on grounds of disability, colour, gender, race, religion, beliefs, age or sexual orientation
- If your complaint is upheld, we will apologise, tell you what went wrong and how we will put things right.

If you are unhappy with our investigation, you can request a review by the service Director.

If you are still not satisfied with the review, you can appeal to our Complaints Panel, which will include representation from our Board of Management, Cosmopolitan Scrutiny Panel, and a Senior Manager who is not responsible for the service area to which the complaint relates.

In the event that you are not satisfied with the outcome of your appeal, you may wish to take your complaint to the Independent Housing Ombudsman.

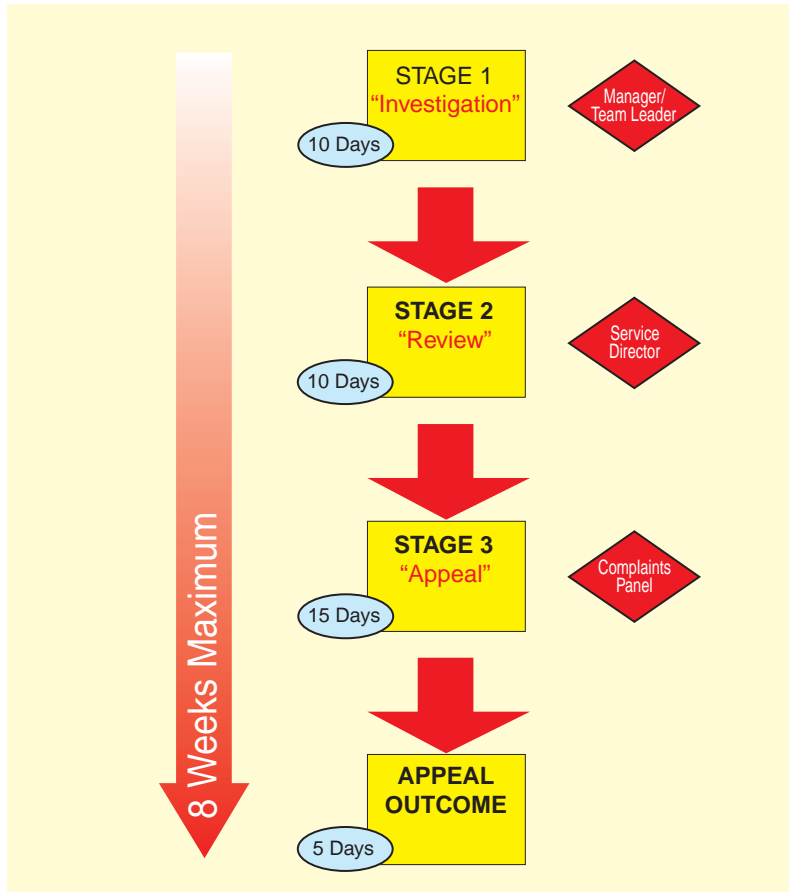
How to complain

Our complaints procedure is simple and easy to use.

Whenever possible, we will seek to resolve your complaint straight away.

You can make a complaint in a range of ways, including:

- Speaking to our staff in person
- Call us on the telephone
- In writing by letter, fax, e-mail or over the internet
- Completing a complaints form (available from the Resident Involvement Team).



We would always hope to resolve your complaint at the earliest opportunity. Please make it clear that you wish the matter to be treated as a complaint.

To help us to deal with your complaint as effectively as possible, it will help us if you could provide as much information as possible. This might include the following details:

- Dates and times involved
- The service you expected to receive
- Names of staff who you have dealt with
- What solution you expect.

Please be aware that all complaints will be treated in confidence. Making a complaint will not affect the services that we provide to you.

How we handle complaints

The Association has a policy which outlines how we will deal with all formal complaints.

There are three formal stages in our procedure.

They have been designed so that we can apply a fair, thorough and speedy solution to the matters you raise:


Compensation

At Cosmopolitan we aim to provide the highest level of service in all aspects of our work.

We recognise that on some occasions we may not always achieve this, and because of that we provide payments to compensate residents affected by service shortfall.

Claims for compensation will be considered on a case-by-case basis.

If you feel that the Association has failed to provide a service to an acceptable standard, you may find that there are legal remedies available to you.



Where there is not a legal remedy, you may want to make a claim for compensation from Cosmopolitan Housing Association.

Please contact us if you wish to make a claim.

Independent Advice and Assistance

If after using the procedure you are still unhappy about the way we have dealt with your complaint, there are other organisations who are independent of Cosmopolitan Housing Association who may follow up your complaint for you.

These include:

Independent Ombudsman Service

The Independent Housing Ombudsman
81 Aldwych, London WC2B 4HN
Tel: 020 7421 3800, Fax: 020 7831 1942
Email: info@housing-ombudsman.org.uk

Tenant Services Authority

Tenant Services Authority
4th Floor, One Piccadilly Gardens
Manchester M1 1RG
Tel: 0845 230 7000
Email: enquiries@tsa.gsx.gov.uk

Citizen's Advice Bureaux

Visit - www.citizensadvice.org.uk/
or look in a copy of the Yellow Pages to find your nearest office.

A Solicitor

Visit -
www.lawsociety.org.uk/choosingandusing/findasolicitor.law
or look in a copy of the Yellow Pages to find a Solicitor



Local Councillor or a Member of Parliament

Visit - www.writetothem.com/
to find contact details for your local Councillors, MP, MEPs or MSPs. Alternatively, contact your local Council who will be able to give you details about your local Councillor.

Your comments

If you have any comments or suggestions about Cosmopolitan Housing Association's Complaints Policy, or our services in general please contact us:

Cosmopolitan Housing Association Ltd

Cosmopolitan House

2 Marybone, Liverpool L3 2BY

Tel: 0151 227 3716, Fax: 0151 227 4991

E-mail: webmaster@cosmopolitanhousing.co.uk

Internet: www.cosmopolitanhousing.co.uk



If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

This document is available in large print, Braille and audio tape on request.

<p>إذا لڊك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو ان تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسموبولتان. Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Arabic)</p>
<p>如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Chinese – Simplified)</p>
<p>如果您想把這份文件翻譯成中文，請在空格內劃✓，然後把傳單寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Chinese – Traditional)</p>
<p>ئەگەر هەز دەهەیت ئەم دۆکیومێنتەت بۆ سەر زماڤی خۆت بۆ وەرئێگرێت ئه‌وا تکایه‌ نیشانه‌ی ✓ له‌ چوارگۆشه‌ بده‌و بێگرێتفه‌وه‌ بۆ (کۆمه‌له‌ی کۆسپۆلیتان بۆ خانوبه‌ره‌) بۆ ئەم ئاوانیشانه‌: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Kurdish)</p>
<p>Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Polish)</p>
<p>Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Somali)</p>
<p>Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işletleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.</p> <p><input type="checkbox"/></p> <p>(Turkish)</p>

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,
Telephone: 0151 227 3716 Fax: 0151 227 4991
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

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