



# Your feedback

Advice and information



watford  
community  
housing

Getting feedback is really important to us, as it helps us to improve.

Whether you are pleased with our services or need to raise concerns, we want to hear from you.

# What happens when you give us feedback?

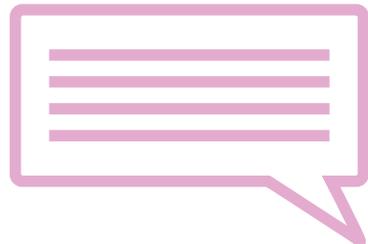
**We will use the feedback you give us to improve the services we provide. We will also let you know what we have done to improve using our website, social media, newsletters and other communications channels.**

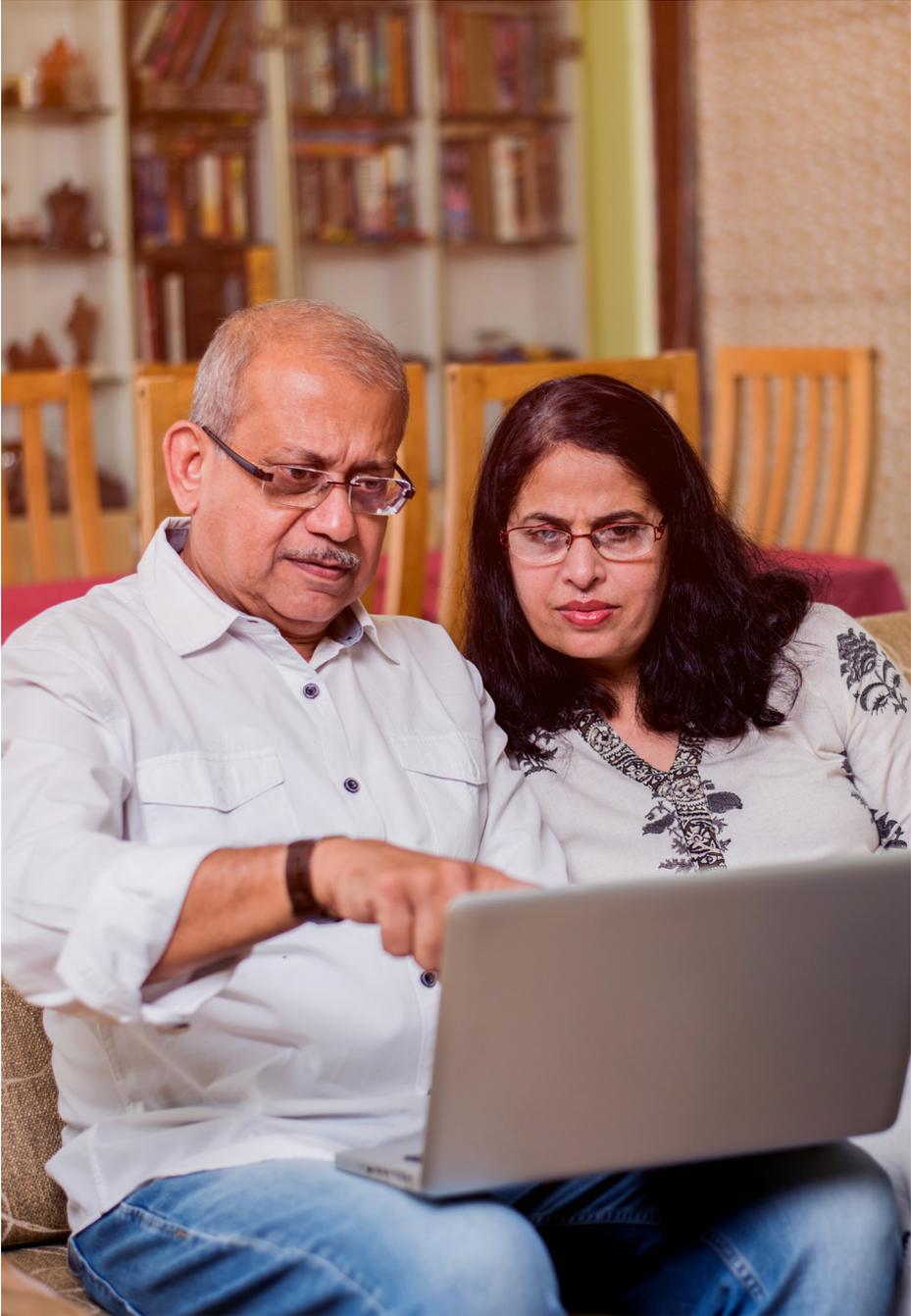
We will let you know if we don't feel we can solve a problem immediately, so that you can make a formal complaint if you would like to.

If you would like someone to assist you during the process – such as a friend or relative – they can do so at any point. All we need is something from you that we can keep on file, confirming who you are happy for us to speak to about your complaint.

If you give us a compliment, comment or suggestion, we will treat this with equal importance and ensure we learn from it, just as we would learn from a complaint.

We will record your feedback and let those involved know what they have done well – or where we could perhaps look at doing things differently.





# Giving us positive feedback, comments or suggestions

If you want to tell us about something we have done well, or if you want to make a comment or suggestion, we would love to hear from you. Here's how you can get in touch.

**Online:** You can complete the feedback form on our website at [www.wcht.org.uk](http://www.wcht.org.uk)

**By email:** [feedback@wcht.org.uk](mailto:feedback@wcht.org.uk)

**By phone:** 0800 218 2247

**In person:** to any member of staff

**In writing:** Watford Community Housing, 59 Clarendon Road, Watford, Hertfordshire, WD17 1LA

**Surveys:** You can complete satisfaction surveys to let us know what you think.

If you have given us negative feedback, we will:

- contact you as soon as possible to discuss and resolve your concerns within 24 hours, or within an agreed timescale.
- aim to fully resolve any formal complaints we receive within ten working days and to respond to you in the most appropriate way (for example: if you raise your concerns via email, we will respond by email).
- confirm with you that you are happy with the resolution of your concern or complaint.

# Formal complaints

We take all complaints very seriously and will do everything possible to resolve them quickly, so that you are satisfied with the outcome.

We have a two-stage complaint process.

- **Initial investigation**

We will acknowledge your complaint within 24 hours and begin our initial investigation.

This will be handled by a manager and we will aim to complete the investigation within ten working days.

- **Appeal**

If you are not satisfied with the result of the initial investigation you can appeal it. We will acknowledge your appeal within 24 hours and begin a follow-up investigation. This will be handled by a senior member of staff – either a Head of Service or a Director – as well as a tenant representative. We will aim to resolve this investigation within 15 working days.

If we need more time to resolve your complaint – whether during the initial investigation or the appeal stage – we will always contact you to let you know.

During the appeal process, the tenant representative and senior staff member dealing with your complaint will only be able to consider concerns that you raised during your initial formal complaint. If there are new issues, or other concerns which are not directly related to the initial complaint, these could be considered as a separate complaint.

To begin the appeal process, all you have to do is to let us know you would like to appeal the initial decision, explaining why you want to appeal and what action you would like us to take.

You can do this either by notifying the person who dealt with your complaint directly, or by contacting our Customer Relations team.

We will not consider your complaint to be closed until you have confirmed that you are happy with the resolution.

### **Anonymous feedback**

If you would like to give feedback anonymously, you do not need to leave any contact details. We will still log your feedback and investigate any complaints, but please note that we will not be able to respond or provide any updates via our complaints process.

## Help is at hand!

If you need any help using our feedback process, especially if you feel you want to make a complaint, please contact our customer service centre on **0800 218 2247** or **[enquiries@wcht.org.uk](mailto:enquiries@wcht.org.uk)**.





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