

# Customer Feedback



## Complaints, comments and compliments



অভিযোগ, মন্তব্য এবং প্রশংসা (Bengali)

Παράπονα, σχόλια και κομπλιμέντα (Greek)

Reclamações, comentários e elogios (Portuguese)

Cabashooyin faalo ka bixin iyo bogaadin (Somali)

Reclamaciones, comentarios y cumplidos (Spanish)

Şikayetler, yorumlar ve övgüler (Turkish)



TRANSLATION  
AVAILABLE



The Government Standard



## Customer Feedback

### Complaints, comments and compliments

Homes for Islington wants to provide a high quality service in an efficient and courteous way. Your feedback helps us to know how we are doing and find ways to improve. Where we have made a mistake, or things have gone wrong, we aim to put it right and avoid it happening again.

We want to hear from you!

Please tell us if

- **You have received a particularly good service and want to praise us**
- **You have a comment to make about our services – for example a suggestion about how we could improve something**
- **You are unhappy about the service you have received from us, or the way you have been treated and want to make a complaint**

### How to complain, comment or compliment

- In person at any area office
- By sending a letter or e-mail to your area office
- By using the standard form, available in area offices or on our website at [www.homesforislington.org.uk](http://www.homesforislington.org.uk)
- By telephone to your area office or to property services if it is about repairs
- We are available to help you fill out a complaints, comments and compliments form

### Our service promise to you

- We will take all complaints seriously and have a formal complaints procedure to ensure that your complaint is dealt with fairly and promptly
- We will encourage customers to tell us when we have done well and where officers have delivered excellent services
- We will encourage customers to make suggestions to improve the service and provide methods for collecting these suggestions
- We will tell you where we have changed policies or working practices thanks to customer feedback
- We will provide regular feedback on how we respond to complaints, comments and compliments

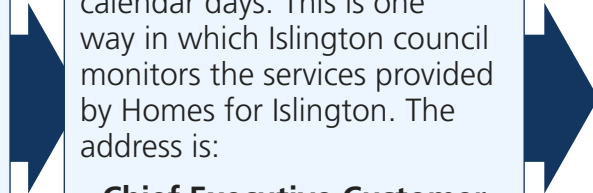


## Formal Stages of complaints

We aim to sort out your complaint to your satisfaction as soon as possible, but have a formal two stage process to ensure that problems are dealt with fully and fairly.

### Stage One

At Stage One of the process, when we first receive a complaint, the staff member or local service manager will look into your complaint and aim to resolve it to your satisfaction within 21 calendar days



### Chief Executive Stage

If you are not satisfied at the first stage of the formal complaint process you can request the Chief Executive of Islington Council to carry out an independent review. They will respond within 28 calendar days. This is one way in which Islington council monitors the services provided by Homes for Islington. The address is:

**Chief Executive Customer Services Team,**  
Islington Town Hall,  
Upper Street, London. N1 2UD.  
Tel: 020 7527 3007  
Email: central.complaints@islington.gov.uk



### Local Government Ombudsman

The Ombudsman is an independent person who investigates complaints about local authorities, although the ombudsman will usually only investigate your complaint after you have been through both stages of our formal complaints process. The address of the Ombudsman is:

**The Local Government Ombudsman,**  
P.O. Box 4771, Coventry. CV4 0EH  
Tel: 0300 0610614 or  
0845 6021983  
Text "call back" to:  
0762 4804299  
Fax: 024 7682 0001  
Email: advice@lgo.org.uk  
Website: www.lgo.org.uk



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## Complaints

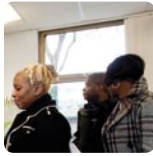
If you are dissatisfied with HFI's action, lack of action or standard of service, and complain to us we will (at each stage):

- Acknowledge your complaint within three working days and tell you who will be dealing with it
  - Look into your complaint carefully and contact you by telephone, e-mail or in writing
  - Aim to provide a full and satisfactory written response within 21 calendar days
- Take action to put things right whenever possible. We can
    - Make an apology
    - Carry out work, such as a repair that has not been done
    - Make a decision or reconsider a decision that has been made
    - Improve procedures
    - Train staff or address problems with individuals
    - Award compensation

## Comments and Compliments

If you have a comment or a suggestion on how HFI can improve the services it provides, please let us know. Comments and suggestions are considered by the relevant manager or where appropriate, by HFI's Senior Management Team. Note: We will still respond to comments within ten working days and acknowledge within three working days, unless your suggestion needs to be considered by the Senior Management Team, in which case we will let you know within 21 calendar days when you can expect to get a full response.

You may also want to compliment us if you have received a particularly good or excellent service. We will acknowledge your compliment within three working days and inform any staff members concerned and their managers. Wherever possible we will promote and apply examples of good or excellent service throughout the organisation so that all our customers can receive the best possible service.



### **Other help with giving customer feedback**

You may want a relative, friend or someone from a voluntary organisation to help you give your customer feedback to HFI. Some organisations are listed in this leaflet. You can also ask for help from any Homes for Islington (HFI) office.

Homes for Islington is committed to making an equal housing experience for all under the Disability Discrimination Act (DDA) by removing barriers, providing facilities or making adjustments where necessary.

If you are blind, partially sighted, deaf or hard of hearing you can contact

### **Islington Council's Sensory Team**

at  
23/26 St Alban's Place,  
London, N1 0NX  
Tel: 020 7527 4443  
Minicom 020 7527 3282  
SMS 07825 098053  
They have a full time sign language interpreter who may be able to accompany you to appointments with HFI officers.

### **Advice Agencies**

You can contact any of these agencies to find out if they can advise or assist you with a problem or complaint that you have:

#### **Islington Citizen's Advice Bureau**

Tel: Advice Line 0844 856 3537  
Open 10:00 a.m. to 5:00 p.m.

#### **Islington Age Concern**

6-9 Manor Gardens,  
London. N7 6LA  
Tel: 020 7281 6018

#### **Disability Action in Islington**

90-92 Upper Street,  
London. N1 0NP  
Tel: 020 7226 0137  
Minicom: 020 7359 1891  
Email: info@daii.org



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### **Islington People's Rights**

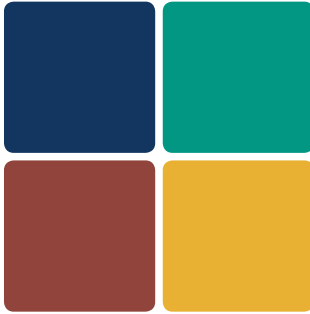
6-9 Manor Gardens,  
London. N7 6LA  
Tel: 020 7561 3685  
Email: info@ipradvice.org.uk

### **Islington Law Centre**

161 Hornsey Road,  
London. N7 6DU  
Tel: 020 7607 2461  
Email: info@islingtonlaw.org.uk

### **Shelter London Advice Service**

Tel: Advice Line: 020 7014 1540  
Fax: 020 7336 7521  
Website: www.shelter.org.uk



**Homes for Islington Ltd**  
**Highbury House**  
**5 Highbury Crescent**  
**London N5 1RN**

[www.homesforislington.org.uk](http://www.homesforislington.org.uk)



**Contact us**

**Holland Walk Area  
Housing Office**

85-88 Holland Walk  
 London N19 3XS  
 Tel: 020 7527 7480  
 Fax: 020 7527 7407  
 Email: holland.walk@homesforislington.org.uk  
 Minicom: 020 7527 7405  
 Holland Walk Text - 07786 203 035



**Old Street Area  
Housing Office**

41-47 Old Street  
 London EC1V 8DT  
 Tel: 020 7527 6250  
 Fax: 020 7527 6207  
 Email: old.street@homesforislington.org.uk  
 Minicom: 020 7527 6202  
 Central Street Text - 07786 209 874



**Lyon Street Area  
Housing Office**

1 Lyon Street,  
 London N1 1DQ  
 Tel: 020 7527 6880  
 Fax: 020 7527 6827  
 Email: lyon.street@homesforislington.org.uk  
 Minicom: 020 7527 6830  
 Lyon Street Text - 07786 202 883



**Upper Street Area  
Housing Office**

Northway House  
 257 Upper Street,  
 London N1 1RU  
 Tel: 020 7527 5300  
 Fax: 020 7527 5301  
 Email: upperstreet.aho@homesforislington.org.uk  
 Minicom: 020 7527 5301  
 Upper Street Text - 07786 207 036



**Home Ownership Services**

Highbury House,  
 5 Highbury Crescent,  
 London N5 1RN  
 Tel: 020 7527 7715/7720  
 Email: homeownership@homesforislington.org.uk

**For day-to-day repairs  
Repairs and Maintenance**

Highbury House,  
 5 Highbury Crescent,  
 London N5 1RN  
 Email: propservs.complaints@homesforislington.org.uk  
 Freephone: 0800 694 3344

For Decent Homes work  
**Consultation Team**  
 Highbury House  
 5 Highbury Crescent  
 London N5 1RN  
 Tel: 020 7527 2807  
 Email: admin.projectteam@homesforislington.org.uk

If you would like this document in another language, LARGE PRINT, audio tape, Compact Disc or in Braille please contact your area office.



This leaflet gives information about how to make a complaint, comment or compliment about Homes for Islington's services. If you need a translation or more information in your own language, please contact your area housing office, as listed in this leaflet.

Homes for Islington এর পরিষেবা সম্পর্কে কীভাবে অভিযোগ, মন্তব্য অথবা প্রশংসা জানাতে হয় এই প্রচারপত্রে সে বিষয়ে তথ্য দেওয়া হয়েছে। আপনি যদি এই প্রচারপত্রটির অনুবাদ চান অথবা আপনার নিজের ভাষায় আরও তথ্য চান, তাহলে অনুগ্রহ করে প্রচারপত্রে দেওয়া তালিকা অনুসারে আপনার এলাকার আবাসন অফিসে অর্থাৎ এরিয়া হাউসিং অফিস -এ যোগাযোগ করুন। (Bengali)

Αυτό το φυλλάδιο παρέχει πληροφορίες σχετικά με το πώς μπορείτε να κάνετε παράπονα, σχόλια ή κομπλιμέντα σχετικά με τις υπηρεσίες του Homes for Islington. Εάν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, παρακαλούμε να επικοινωνήσετε με το στεγαστικό γραφείο της περιοχής σας, το οποίο αναγράφεται σε αυτό το φυλλάδιο. (Greek)

Este folheto fornece informação sobre como efectuar uma reclamação, comentário ou elogio sobre os serviços das Homes for Islington. Se precisar de uma tradução ou mais informação no seu próprio idioma, contacte o gabinete habitacional da sua área, conforme indicado neste folheto. (Portuguese)

Warqaddan waxay sheegeysaa warar ku saabsan sida loo sameeyo cabasho, faalo ka bixin iyo bogaadin ku saabsan adeegyada Homes for Islington. Haddii aad u baahan tahay tarjumaad ama warar dheeraada oo luuqaddaada ah, fadlan la xirii xafiiska guriyeynta nawaaxigaada, ee ku jiro liiska warqaddan. (Somali)

Este folleto informa de cómo hacer una reclamación, un comentario o un cumplido sobre los servicios de Homes for Islington. Si necesita una traducción o más información en su propio idioma, por favor contacte con su oficial de alojamiento según figura en la lista de este prospecto. (Spanish)

Bu broşür size, Homes for Islington'ın hizmetleri hakkında şikayetlerinizi, yorumlarınızı ve övgülerinizi nasıl yapacağınıza dair bilgi veriyor. Eğer kendi dilinizde bir çeviriye veya daha fazla bilgiye ihtiyacınız varsa, lütfen, bu broşürde listelenen bölge iskan ofisiniz ile temasa geçin. (Turkish)

**Holland Walk** 020 7527 7480  
**Lyon Street** 020 7527 6880

**Old Street** 020 7527 6250  
**Upper Street** 020 7527 5300



**Homes for  
Islington**