

How to complain about housing support services



Homes for Islington

improving housing through partnership



সহায়ক হাউসিং পরষিবোগুলি সম্পর্কে কভিবে অভয়িদ্গ জানাত হবো (Bengali)

Πώς να παραπονεθείτε για τις υπηρεσίες στεγαστικής υποστήριξης (Greek)

Como apresentar uma queixa sobre os serviços de apoio habitacional (Portuguese)

Sida loo dhaleeceeoyo adeegyada caawinta guriyaynta (Somali)

¿Cómo presentar una queja sobre los servicios de apoyo para la vivienda? (Spanish)

Konut destek hizmetleri hakkında nasıl şikayette bulunulur? (Turkish)





How to complain about housing support services

Your complaints

Homes for Islington wants to provide you with a high quality housing support service, so we take complaints very seriously.

Where we have made a mistake or things have gone wrong, we want to put it right and ensure it does not happen again - to you, or to anyone else.

How to make a complaint

If you would like to make a complaint about the Support Service you have received, please complete the attached form and send it to the Housing Support Manager, 305 Hornsey Road, London, N19 4HD

What can I complain about?

You can make a complaint if:

- You believe that we have not delivered a service as agreed, or within the agreed time
- You believe that we have delivered a service below standard
- You believe that the support offered has not met your needs

You cannot make a complaint to Homes for Islington if:

- You are taking or have taken legal action about the issues you want to complain about

Homes for Islington does not deal with complaints about:

- Housing Benefit or council tax
- Homelessness issues, including the bidding process, waiting list or the Housing Aid Centre
- Any other support agencies

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

www.homesforislington.org.uk



What happens next?

Homes for Islington will:

- Deal with your complaint fairly and efficiently
- Send you a written acknowledgement letter within three working days, which will tell you who will respond to your complaint, and the target date for their response
- Explain to you what you can do if you remain dissatisfied with the response received
- Treat all complaints confidentially

Your complaint will be dealt with in three stages.

Stage one

You will receive an acknowledgement of your complaint within three working days. Your complaint will then be passed to the support

manager based at 305 Hornsey Road, London N19 4DH, who will investigate and respond to you within ten working days of receiving your complaint.

Stage two

If you are not happy with the response at stage one, your complaint will be passed to the Head of Services (Operations) for investigation. You will receive a response within 10 working days.

Stage three

If you are not happy with the response at stage two, you can appeal to the Chief Executive's Complaints Unit, based at Islington Town Hall, Upper Street, London N1 2UD. You can contact them by email to: central.complaints@islington.gov.uk or by phone on 020 7527 3007.



This leaflet explains how to complain about the Housing Support Service. If you would like a translation or more information in your own language please contact the Housing Support Manager on 020 7527 4502.

সহায়ক হাউসিং পরষিবোগুলি সম্পর্কে কভিবে অভয়িগে জানাতো হবো তা' এই প্ৰচারপত্ৰটিতে ব্যাখ্যা করা আছে। আপনযিদি একটি অনুবাদ পতে চান বা আপনার নজিরে ভাষায় আরও তথ্য চান তাহলে অনুগ্ৰহ করে 020 7527 4502 নম্বরে হাউসিং সাপোর্ট ম্যানেজারের সাথে যোগাযোগ করুন। (Bengali)

Αυτό το φυλλάδιο επεξηγεί τον τρόπο με τον οποίο μπορείτε να παραπονεθείτε για την Υπηρεσία Στεγαστικής Υποστήριξης. Εάν θέλετε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, επικοινωνήστε με τον Υπεύθυνο Στεγαστικής Υποστήριξης στο 020 7527 4502. (Greek)

Este folheto explica como se queixar sobre o Serviço de Apoio Habitacional. Caso gostaria de receber uma tradução ou obter mais informações no seu próprio idioma, por favor entre em contato com o Gerente de Apoio Habitacional no número 020 7527 4502. (Portuguese)

Warsidahanu waxa uu sharaxayaa sida loo dhaleeceeeyo Adeegyada Caawinta Guriyaynta. Hadii aad rabto in lagu soo turjubaano, ama warar dheeraad ah oo ku qoran luqadaada fadlan lasoo xiriir Maareeyaha Caawinta Guriyaynta Tel: 020 7527 4502. (Somali)

Este folleto explica cómo presentar una queja sobre el Servicio de Apoyo para la Vivienda (Housing Support Service). Si desea una traducción o mayor información en su idioma, contacte con el Director de Apoyo para la Vivienda (Housing Support Manager) al teléfono 020 7527 4502. (Spanish)

Bu kitapçık, Konut Destek Hizmetleri (Housing Support Service) hakkında nasıl şikayette bulunabileceğinizi açıklamaktadır. Tercüme ya da kendi dilinizde daha fazla bilgiye ihtiyacınız varsa 020 7527 4502 numaralı telefondan Konut Destek Yöneticisi ile irtibata geçiniz. (Turkish)

Central Street 020 7527 6250
Holland Walk 020 7527 7480

Lyon Street 020 7527 6880
Upper Street 020 7527 5300



Homes for Islington