

# Making a complaint, compliment or comment







# Persona Homes by Home Group exists to help our customers to achieve their home ownership aspirations.

We aim to provide our customers with great value, well-designed homes with outstanding support throughout the home buying process.

Occasionally, we make mistakes. When this happens, we are always keen to hear your feedback so we can make it right and improve how we work.

If you're unhappy about how we act on your feedback, or don't think your concerns have been properly heard, you can make an officia complaint. This guide takes you through the complaints process and what to expect.





# An overview of our complaints procedure

You can make a complaint in person, by phone, by email or by written letter. Whilst we want to resolve all complaints quickly and effectively, we will always let you know if a matter needs detailed investigation and keep you updated on our progress.

Our complaints procedure consists of two stages:



#### Stage 1

We try to resolve your complaint as soon as we are aware of it. If you aren't happy with our initial response, you can escalate your complaint to the second stage.



#### Stage 2

We escalate the complaint internally to bring in new perspectives on the issue. After further discussion with you, we aim to resolve a complaint within 20 days, unless there is a clear reason for needing more time.



# What happens if I'm unhappy about a Stage 2 decision?

You can escalate your complaint to an external regulator if you're still unsatisfied. The exact process will vary depending on the nature of the complaint, so we will always provide information on how to do this when we send a final decision letter.

#### Before making an official complaint...

Our colleagues will always do their best to resolve any issues you have before launching the official complaints procedure. We can address many issues over the phone – give us a call on 0800 030 8888 (option 2) and we'll be happy to help.

If you feel that our team hasn't responded to your concerns effectively, you can file a formal complaint. We treat all complaints seriously, and won't treat you less favourably if you make one.

#### How can I tell Persona Homes about an issue?

- Write to us at One Strawberry Lane, Newcastle upon Tyne NE1 4BX
- Complete the 'Get in Touch' form on our website
- Email us at aftercare@yourpersonahome.com
- Phone us on 0800 030 8888 (option 2)
- Give your feedback to a Persona Homes colleague



### What can I complain about?

- Failure to provide a service
- Our standard of service
- Treatment by or attitude of a member of staff
- Our failure to follow Persona Homes' policies and procedures

You can complain about more than one issue at once, and you can also complain about someone working on our behalf (such as a building contractor) - they don't have to be a Persona team member.

### In depth: what happens when I have complained?

Once you've been in touch, we will always tell you who is dealing with your complaint and keep you up-to-date on any developments. We will then try to resolve your complaint

Stage 1 - After you make a complaint, we will aim to acknowledge it within five working days and resolve it in 10 working days. If we take longer than this, we will always write to you to tell you why, and keep you informed of the steps we're taking.

If you're not happy with the outcome here, you can escalate your complaint to Stage 2 - please let us know within eight weeks of your initial complaint if you'd like to do so.

Stage 2 - We will pass your complaint to a senior Persona Homes team member, who will review the Stage 1 outcome and consider any additional information you have provided. We aim to resolve Stage 2 complaints within 20 days of acknowledging them.

This is the final stage of our internal process. If you're still unhappy, we can provide information on how to appeal to external regulators.

#### What if I'm still dissatisfied?

If you don't feel we have addressed your complaint adequately at the end of Stage 2, you can refer your complaint to either the Housing Ombudsman Service or the Consumer Code.

You can refer your complaint to the Housing Ombudsman Service eight weeks after receiving your final response from Persona Homes.

You can refer your complaint to the Consumer Code eight weeks after first raising your complaint with Persona Homes.

You also have the option of referring your complaint to our Independent Complaints Panel, consisting of Home Group customers who review complaints with no prior involvement. They may help you find a solution to your complaint, or refer it to the Housing Ombudsman.

#### **Contact the Independent Complaints Panel**

**Email:** independentcomplaintspanel@homegroup.org.uk

**Telephone:** 0191 594 8808

**Post:** Home Group Independent Complaints Panel C/O

The Involvement Team

Home Group

76 Wellington Street Leeds, LS1 2AY

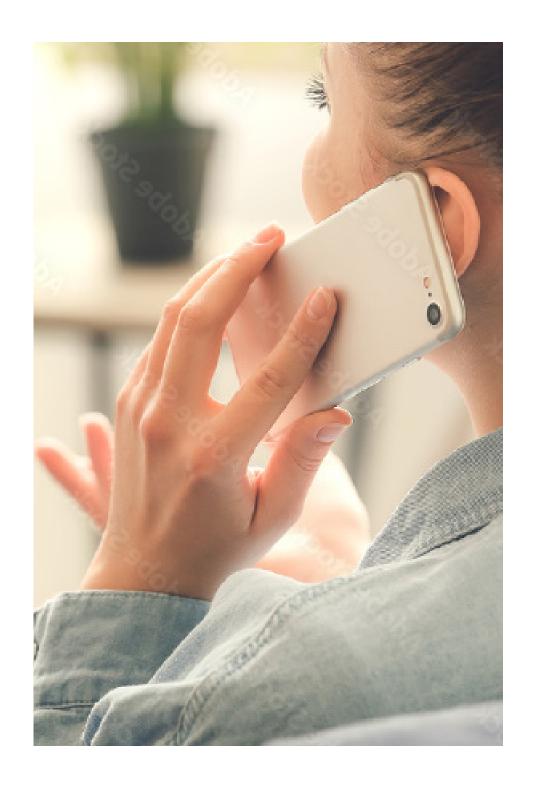
# **Contact the Housing Ombudsman Service**

**Email:** info@housing-ombudsman.org.uk

**Telephone:** 0300 111 3000 **Fax:** 020 7831 1942

**Post:** Housing Ombudsman Service, Exchange Tower,

Harbour Exchange Square, London, E14 9GE





# **Exceptions to our standard process**

In some cases, for example, if your complaint is complicated or if we need to work with other organisations, it may take a little longer to resolve. If this is the case we will fully explain the reasons for this and let you know when you can expect a full reply.

There may also be occasions where we issue a final response at Stage 1. We will always discuss the reasons for this with you, and you can still escalate your complaint to the next stage – though you may receive the same response if no new information is brought to our attention.

We may refuse to deal with a complaint if you act unreasonably or are abusive to our team.

#### **Translation service**



If you need any part of this document translating, we offer free translation services for the languages below. Get in touch with us on 0800 030 8888, email aftercare@yourpersonahome.com, or write to us at One Strawberry Lane, Newcastle upon Tyne NE1 4BX. We can also provide an audio tape or large print version of this document on request.

Afghani (Pushto)	که اړتيا لرئ چې د دې کومه برخه وژباړئ ، هيله ده زمو نږ له مرکزي دفتر سره اړيکې ونيسئ	Hindi	यदि आप इसमें से किसी अंश का हिन्दी अनुवाद चाहते हैं तो कृपया प्रकाशक से संपर्क करें।
Mandarin	如果您希望得到该文件任何部分的译文, 请与我们的总部联系	Somali	Haddii aad rabtid in qeyb ka mid ah kan la tarjumo, fadlan la xiriir daabacaha
Gujarati	જો તમારે આમાંના કોઈપણ ભાગનું ભાષાંતર કરવું હોય, તો કૃપા કરી પ્રકાશકનો સંપર્ક કરો.	Urdu	اگرآپ کواس کے کسی ھے کے ترجیے کی ضرورت ہوتو براہ کرم ناشرے رابطہ قائم کریں۔



#### **Contacts**

**Telephone:** 0800 030 8888

**Email:** aftercare@yourpersonahome.com

Address: One Strawberry Lane, Newcastle upon Tyne, NE1 4BX

www.yourpersonahome.com

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