



Persona Homes

by Home Group

MAKING A COMPLAINT

FOR HOMEOWNERS OF SHARED OWNERSHIP HOMES



We aim to provide well-designed homes of the highest standard, with outstanding service. However, we know that sometimes things might not run according to plan. When this happens, we will do all that we can to make it right.

Before you make an official complaint we always recommend speaking to one of our colleagues. We will always do our best to resolve any issues you have before launching the official complaints procedure.

How can I give feedback?

- Speak to any **Persona Homes colleague**
- Phone us on **0808 196 1532**
- Contact us via our website at **www.personahomes.com/contactus**
- Email us at **contactus@yourpersonahome.com**

If you feel that our team hasn't responded to your concerns effectively, you can file a formal complaint.

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

Your complaint can be about more than one issue at once; 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.

Our colleagues are trained to handle concerns or feedback about our services and can sort some problems over the phone.

Anyone can make a complaint to us, including a representative of someone who is not happy with our service. You can also seek advice from your local Citizens Advice or Housing Advice Centre throughout your complaint.

We treat all complaints very seriously. If you do make a complaint, we promise that we will never treat you less favourably in the future.

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 **complaints@yourpersonahome.com**
- Phone us on **0808 196 1532**
- Speak to a Persona Homes colleague



What happens once I've complained?

Stage one

- We will acknowledge your complaint within five working days
- We will then respond to your complaint within 10 working days following acknowledgement
- We will send you a response letter providing you the outcome of your complaint and including any monitoring actions agreed
- Under exceptional circumstances and considering the complexity of the complaint, an extension of up to 10 working days may be applied with your agreement
- If you are unhappy with the response provided you can ask for your complaint to be escalated to the next stage for review

Stage two

- A senior colleague will review your complaint, acknowledging it within 5 working days
- A senior colleague will review the stage one outcome and any new information provided, while continuing to progress any remaining items from your stage one complaint
- Within 20 working days following acknowledgement, we will send you a response letter. This will also set out any monitoring actions agreed
- Under exceptional circumstances and considering the complexity of the complaint, an extension of up to 20 working days may be applied with your agreement

Unfortunately, you can't take your complaint to stage two if:

- Your reasons are unrelated to the original complaint. If you have an unrelated issue about something that has gone wrong, let us know by making a new complaint. That way we can properly investigate it
- The complaint should not be looked at further because it would compromise legal proceedings to do so
- It has become clear that this complaint has previously fully exhausted the complaints process

Discretionary compensation

If you ask for compensation as part of your complaint, this will be considered as part of our complaints handling process. If compensation is awarded and you have outstanding arrears and/or housing related debt, it will be offset against either or both. Any remaining balance will be paid to you in full.

There may be occasions, such as in the event of personal injury or damage to personal belongings where it is not appropriate to make an offer of compensation. These instances would be referred to our insurance team for consideration and handled outside of the complaints process.

Further steps if you are not happy

You may feel unhappy with our 20-day final response. If that's the case, you can:

- Refer your complaint to the Housing Ombudsman Service. They look at complaints between customers and housing providers, like us. You can contact them if you have been through both stages of our complaints process and are still unhappy. You can ask that they conduct a full investigation into your complaint
- Ask a local councillor or Member of Parliament to consider the complaint for you
- First tier tribunals can resolve disputes between homeowners and ourselves. Find out more about First Tier Tribunals on the Government's website can also support homeowners

Some complaints fall outside our normal complaints process

- Our insurance team may handle reports about injuries or damage to property
- An appeal relating to the outcome of an insurance claim may be considered to see if there was a service failure not considered by the insurance claims process
- If you have a complaint about an event that took place longer than 12 months ago we wouldn't normally consider it. If you feel there are exceptional circumstances, please get in touch to discuss it further

- We are here to help, but we may refuse to deal with a complaint or deal with it differently if you act unreasonably
- A first time service request like a request for repair, or a complaint about anti-social behaviour. Of course, if you're not happy with how we've dealt with your repair or ASB report then please let us know by making a complaint
- Some policies and procedures have their own right to appeal. For example, if you aren't happy with your level of priority when applying for a home, you have the right to appeal outside our complaints process
- Issues that are in court or have already been heard by a court or a tribunal
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision at stage two

Afghani (Pushto)

که اړتیا لری چې د دې کومه برخه وژباړئ ،
هیله ده زموږ له مرکزي دفتر سره اړیکې ونیسئ

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

اگر آپ کو اس کے کسی حصے کے ترجمے کی ضرورت ہو تو براہ
کرم ناشر سے رابطہ قائم کریں۔