



Persona Homes

by Home Group

MAKING A COMPLAINT

FOR HOMEOWNERS WHO RESERVED THEIR HOME
AFTER JANUARY 1ST 2024



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.

A complaint may be made within two years of the date of reservation or the date of completion, whichever is later. If, after exhausting the complaints procedure, you remain dissatisfied with the outcome, you may refer the matter to the Ombudsman.

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

- You will be contacted within five calendar days of receiving your complaint, with a letter of acknowledgment sent to you summarising the agreed cause for complaint
- We will issue a pathway to resolution letter within 10 calendar days
- We will send a full assessment response within 30 calendar days. If unresolved, we'll explain any delays and provide an anticipated resolution date
- If unresolved after 56 calendar days, we send an eight-week response letter detailing the delay, next steps, and anticipated resolution date. We will update you at least every 28 days until resolved
- Once resolved, we'll send a closure response confirming the actions taken.

What if I remain unsatisfied?

If after 56 calendar days of your complaint being opened you don't feel we have addressed your complaint adequately, you can refer your complaint to The New Homes Ombudsman Service.

Contact the New Homes Ombudsman Service

- Email **customer.services@NHOS.org.uk**
- Telephone **0330 808 4286**
- Write to **West Wing, First Floor, Maylands Building, 200 Maylands Avenue, Hemel Hempstead, HP2 7TG**

Please note that your legal rights will not be affected by raising any complaint.

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.

However 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.

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
- 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.

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 xirii
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۔