

# Complaints and compliments

This leaflet explains how to make a complaint or compliment





## **Not** happy?

We strive to ensure we continuously provide an excellent level of service to all, but we do accept that at times we can get it wrong. We want to hear your feedback so we are able to improve our services where possible.



## Our **service standards**

We have made it easy for you to log a compliment or complaint with any member of the Group. We log all customer compliments and complaints, and report on our performance at least annually. You can get in touch in person, by telephone, in writing, by email, by social media or via your customer account log-in page on our website.

If a staff member cannot resolve your query immediately, they will explain the process and the timescale of a resolution to you. If you have a problem, we will keep you informed regularly of how we are dealing with your query or complaint and the reasons for any changes.

We will publish details of service improvements as a result of complaints as often and as widely as we can to demonstrate what we have learnt from your feedback. We will treat every complaint fairly, promptly and politely. We will assign you a dedicated investigating officer at each stage of the process who will take a person-centered approach.

We will only close the complaint once you are satisfied, or when all the internal stages have been exhausted. Where all internal stages have been exhausted, we will advise you of your right of appeal and how to access external advice.



## How do I **make a complaint or compliment?**

You can contact us in writing, by telephone, by email at [customercare@accordgroup.org.uk](mailto:customercare@accordgroup.org.uk), via social media, in person at one of our offices, or via your online customer account. Complaints via social media will be acknowledged between 8am-8pm Monday to Friday or on the next working day. If you are unable to make your complaint via these methods, we can come to your home or you can make a complaint through an advocate working on your behalf.



## What information **do I need to submit?**

Please provide your preferred methods of contact, the nature of your complaint, providing us with as much detail as possible. This may include dates and times or if this is something that you have raised previously. We would also like to know what you would like to happen to resolve your complaint.



## What happens once I **submit a complaint?**

We will acknowledge your complaint within two working days of receipt, also confirming the course of action we will take and inform you of who the investigating officer will be. We will also inform you of the proposed resolution date or at least when we will respond to you, which will normally be within 10 working days.

If you are unhappy with the outcome, we will advise you of the next stage of the process. You can also call the Housing Ombudsman, who will consider the complaint once our procedure has been completed. A period of **eight weeks** must have passed from the resident panel review stage. Once you are happy with the outcome, we will send you a letter closing the complaint and ask for your feedback on how we dealt with it.

## Do you need this document in another language or format?

Tick the box next to the language or format you need and send it to the address below. This leaflet is also available in large print, Braille, audio and EasyRead formats.

**Arabic** هل تريد هذه الوثيقة بلغة أو بصيغة أخرى؟ ضع علامة في المربع المجاور للغة أو الصيغة التي تريد ثم أرسلها للعنوان المذكور في مقدمة هذه الرسالة:

**Bengali** আপনি কি এই কাগজটি অন্য কোনো ভাষায় বা ফরম্যাটে চান? যে ভাষায় বা ফরম্যাটে আপনি এটা চান তার পাশের বামেরে টিক চিহ্ন দিন এবং এই চিঠির সামনে দেয়া ঠিকানাতে তা পাঠিয়ে দিন।

**Gujarati** આ ઈસતાવીજ તમુને બિજિ બોલી મા યા ચોપડી મા જુ વે ? તમે ટીક ઈરો બોલી મા યા ચોપડી મા તમુ ને જુવે આ અદદરેસ પર મોકલો આ કાગર ના અગારી પર લકલો છે.

**Hindi** क्या आपको इस दस्तावेज़ की ज़रूरत किसी दूसरी भाषा या फॉर्मट में है? अपनी ज़रूरत की भाषा या फॉर्मट के आगे वाले बॉक्स पर सही लगाएँ और पत्र के आगे दिए गए पते पर भेजें।

**Polish** Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie? Jeśli tak, prosimy o postawienie haczyka w okienku obok danego języka lub formatu i odesłanie dokumentu na adres podany na pierwszej stronie niniejszego pisma.

**Punjabi** ਕੀ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ? ਲੋੜੀਂਦੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੇ ਸਾਹਮਣੇ ਵਾਲੇ ਖਾਨੇ ਵਿਚ ਟਿੱਕ ਲਗਾ ਕੇ ਪੱਤਰ ਦੇ ਅੱਗੇ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਵਾਪਸ ਭੇਜੋ।

**Slovak** Potrebujete tento dokument v inom jazyku alebo formáte? Označte poličko s jazykom alebo formátom, ktorý potrebujete, a zašlite na adresu uvedenú na prednej strane tohto dopisu.

**Somali** Miyaad dhokometigan ku rabtaa af ama qaab kale? Sax ku dhufo sanduuga ku ag yaal afka ama qaabka aad rabto oo ku soo dir cinwaanka ku yaal xagga hore ee waraaqdan.

**Urdu** کیا آپ کو یہ دستاویز کسی دوسری زبان یا نمونے میں چاہیے؟ اس زبان یا نمونے کے خانے کے آگے نشان لگائیں جو آپ کو چاہیے اور اسے اس خط کے شروع میں دیکھنے کے پتے پر بھیج دیں۔

**Large print**

**Audio**

**Braille**

**EasyRead**

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using environmentally-friendly inks