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# Compliments and complaints

## What this guide is about

This guide explains what you need to do if you want to tell us that you are unhappy about something or you want to tell us that we have been doing something well.

## Who is this guide for

For people who live in a Progress Housing Group home.

## Bitesize summary

- Your feedback is very important to us and helps us to improve services
- If you make a complaint, we aim to acknowledge your complaint within five working days
- We will investigate your complaint to understand what went wrong and why it happened
- We'll explain any issues to you and advise what happens next.

**Our top priority is to deliver a high-quality service to all of our tenants and customers, and it is great to hear when we are.**

However, we do know that sometimes things may go wrong. We want you to tell us if this happens so we can put things right. That way, we can correct

any issues, not just for you but for others too. We'll always do our best not to make the same mistake again.

We are always grateful when you tell us when we get things right or when you feel there could be room for improvement to know how we are doing.

## Different types of feedback

We have three categories for the various types of feedback:

### 1. Compliments

You are happy with something that we have done and want to let us know to keep doing more of it and let colleagues know you have appreciated the service.

### 2. Complaints

You are dissatisfied with a service you have received from us and would like your complaint investigated further.

### 3. Comments

You would like to comment on the services we provide and suggest how we can improve.

## **Complaints procedure**

**We have a complaint and feedback procedure that we follow:**

### **Stage One**

We will aim to record and acknowledge your complaint within five working days. A dedicated case handler will investigate your complaint and aim to respond to you in writing within 10 working days. If we cannot provide you with our response within this time, we will contact you, explain why, and confirm when you can expect a response.

### **Stage Two**

If you remain dissatisfied following our Stage One response, you can request a review of your complaint by a senior manager.

There are some exceptions to a complaint being able to progress to Stage Two. If your complaint falls under these exceptions, we will ensure that you are advised of this, and we will guide you on your next steps. We will aim to progress and acknowledge your complaint within two working days. A manager will review your complaint and aim to respond to you in writing within 20 working days.

If we cannot provide you with our response within this time, we will contact you, explain why and confirm when you can expect our response.

## **Taking your complaint further**

You can contact the Housing Ombudsman or have a 'designated person' independently review your complaint at any time. A 'designated person' can be an MP or a local councillor for the district. However, we aim to resolve your complaint by following our complaints process.

### **The Housing Ombudsman Service is contactable via:**

Housing Ombudsman Service  
PO Box 152  
Liverpool  
L33 7WQ

Tel: 0300 111 3000  
(Monday to Friday from 9.15am to 5pm)

Email: [info@housingombudsman.org.uk](mailto:info@housingombudsman.org.uk)

Website: [www.housingombudsman.org.uk](http://www.housingombudsman.org.uk)

### **The Local Government and Social Care Ombudsman (LGSCO) is contactable via:**

The Local Government and Social Care Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Tel: 0300 061 0614  
(Monday and Tuesday, 10am to 1pm;  
Wednesday, 1pm to 4pm; Thursday and  
Friday, 10am to 1pm)

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

## **First-tier Tribunal (Property Chamber)**

You can find information and the contact details for the nearest service at [www.gov.uk/courttribunals/first-tier-tribunal-property-chamber](http://www.gov.uk/courttribunals/first-tier-tribunal-property-chamber)

## **Offers of goodwill or compensation**

We are committed to delivering high-quality services that consistently meet our service standards. However, we recognise that occasionally the level of service provided may result in inconvenience and/or loss to our tenants or customers. In these instances, we may consider making an offer of goodwill or compensation where appropriate. We will consider each case on an individual basis.

## **Make a compliment or complaint**

You can make a compliment or complaint online at [www.progressgroup.org.uk](http://www.progressgroup.org.uk) by:

- Logging into your online tenant account
- Emailing us
- Live chat – available Monday to Friday, 8am to 5pm.

You can also:

- Call us on 0333 320 4555
- Write to us at Sumner House, 21 King Street, Leyland, Lancashire PR25 2LW
- Visit our offices in person.

## **Other organisations that help**

If you are thinking of making a complaint or have already submitted one and would like some further advice, these organisations may be able to help:

### **• Your local councillor/MP**

You can access local councillors/MP information by visiting [www.parliament.uk/mps-lords-and-offices/mps/](http://www.parliament.uk/mps-lords-and-offices/mps/)

### **• Citizens Advice Bureau**

You can find your local Citizens Advice Bureau details by phoning 0800 144 8848 or by visiting [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). Relay UK - if you can't hear or speak on the phone, you can type what you want to say 18001 then 0800 144 8884

### **• Our regulatory body – the Regulator of Social Housing**

For more information, visit [www.gov.uk/government/organisations/regulator-of-social-housing](http://www.gov.uk/government/organisations/regulator-of-social-housing)

## **You may also be interested in**

- You can read our customer promises and customer contact charter at [www.progressgroup.org.uk](http://www.progressgroup.org.uk)
- You can view how well we are doing and information about the number of complaints and compliments that we receive on our website, in your tenant annual report and tenant newsletter.

## Get in touch

The quickest way to get in touch is online at [www.progressgroup.org.uk](http://www.progressgroup.org.uk) by:

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[@progress\\_hg](https://instagram.com/progress_hg)

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Feedback/2023

## Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

## Information in another format or language

This leaflet is available in the following formats:

- EasyRead
- Audio
- Large print
- Braille
- Other languages.

More information is available at [www.progressgroup.org.uk/access](http://www.progressgroup.org.uk/access)