

Self profile

ASRA is committed to equal opportunities. Please tick the boxes that you think apply to you. Your answers are confidential and are used to monitor whether customers are treated fairly. The answers to these questions will not affect your claim in any way.

Ethnicity *Please tick one box...*

WHITE

- British
- Irish
- Other white background

MIXED

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed background

BLACK or BLACK BRITISH

- Caribbean
- African
- Other Black background

CHINESE or OTHER ETHNIC GROUP

- Chinese
- Turkish
- Other Ethnic Group

ASIAN or BRITISH ASIAN

- Indian
- Pakistani
- Bangladeshi
- Other Asian background

NOT STATED

GENDER

- Male
- Female

DISABILITY PROFILE

- Disabled
- Not disabled

Complaints



We recognise that, despite our commitment to high standards, there will be occasions when you feel dissatisfied with some aspect of the service we provide. We value your feedback as it lets us know if we have got something wrong and enables us to improve our services and standards.

Who can complain?

Anyone who receives or seeks a service from ASRA can complain. This includes tenants, members of their families, applicants for housing and private neighbours to one of ASRA's properties.

You may wish to complain because you feel a member of staff or a contractor has treated you badly or about a decision you disagree with.

What can I complain about?

You can use our complaints procedure to tell us if you feel we have:

- ▶ Failed to provide you with a service
- ▶ Given poor service
- ▶ Not met our published policies or procedures
- ▶ Treated you unfairly

What can't I complain about?

Many tenants contact us about problems they are experiencing but not all of these are complaints. The following are not treated as complaints:

- ▶ Requests for a service, such as a repair or a request for a transfer
- ▶ Complaint about an ASRA neighbour (for example noise nuisance)
- ▶ Requests for information or explanation of our policies and procedures
- ▶ Complaints about one of our policies

What happens when I make a complaint?

We will investigate the complaint and try to solve the problem as quickly as possible. If we can't we will explain why.



ASRA Greater London Housing Association
1 Long Lane
London
SE1 4PG

Tel: 020 7940 6600
Fax: 020 7940 6601

How do I make a complaint?

Let us know as soon as you are dissatisfied with a service. We cannot investigate complaints that date back to more than four months. This is because it becomes difficult to carry out meaningful investigation.

In the first instance it's always best to raise the matter with your housing officer either by 'phone or when you meet them. We receive a number of complaints at this level and the majority are normally resolved at this stage. If you fail to receive a satisfactory response or there is no improvement in the service and you wish to make a formal complaint follow the steps set out below.

However, if you wish to complain about a member of staff you will need to put this in writing so that the relevant manager can respond to the complaint.

There are three stages to our complaint procedure.

Stage One

Write in to us with all the details. Keep a copy for your records. Make sure you complain within four months of the dissatisfaction occurring. You will receive an acknowledgement within three working days. You should receive a full response within ten working days from the relevant manager. If this time-scale is not possible, you will be informed of the delay and the reason for it.

If you are not happy with the response to your Stage One complaint you can go on to make a Stage Two complaint. To do this, you have 20 working days to appeal, stating your reasons.

Stage Two

Write to us heading your letter 'Stage Two complaint'. Your letter should state why you are unhappy with our response to your original complaint. A Director will write to you within ten working days of receiving your Stage Two complaint.

If you are not happy with the response to your Stage Two complaint you can go on to make a Stage Three complaint. To do this, you must write to us within 20 working days of receiving your reply.

Stage Three

Write to us heading your letter 'Stage Three complaint'. Your letter should state why you are unhappy with our response at stage Two.



An Appeals Panel will meet to consider your complaint. The Appeals Panel will be made up of the Chief Executive, a member of the Board and a member of the Tenants Forum or equivalent Tenant Group. The Tenant member will be included subject to your agreement. If you do not agree, a second Board member will be appointed.

You will have the opportunity to make your case in writing or in person. An ASRA employee will, in writing or in person, put the case for having turned down your complaint at Stage Two.

The Panel will then decide whether to reject or uphold the appeal and, if upheld, decide whether any redress should be made. You will normally receive a letter within ten working days of the appeal panel with details of the decision. However if the panel needs more time, you will be advised of when you will receive a decision.

The Ombudsman

If you are unhappy with the outcome of the panel, you can appeal to the Independent Housing Ombudsman (IHO). The Ombudsman considers complaints from housing association tenants and applicants if they are dissatisfied with the response from their landlord. As its name suggests, it is a completely independent body. The IHO will only accept your complaint once you have been through all the stages of our complaints procedure.

The address is:

Independent Housing Ombudsman
Norman House
105-109 Strand
London, WC2R 0AA.

Telephone: 020 7836 3630
Lo-call: 08457 125 973

Making a complaint

Fill in the form below (continued overleaf) if you wish to make a complaint about our service. It is a good idea to keep a copy of the completed form as you may wish to refer to it later. If you would like assistance in completing this form, please contact us and we will help you. A member of staff will complete the form for you and ask you to sign this. Alternatively you can ask a relative, friend or advocate to complete the form for you, but you must sign the form. Return the form to us at the address overleaf.

We will also arrange for an interpreter to assist tenants who do not speak English as a first language.

Complaint in relation to ASRA service

Name:

Address:

Tel No:

Email address:

Please give full details of your complaint and include your suggested solution. Please continue on the back if necessary. Please also complete the self-profile form as we use these forms to monitor whether customers are treated fairly. Your answers to these questions will not affect your claim in any way.

Signed:

Date