

How to complain

We want you to be happy with the services you receive. We are keen to:

- hear your comments on your contact with us;
- help you with any issues as soon as they arise; and
- try to solve any problems as quickly as possible.

There may be times when you are really pleased with our services, and we want you to tell us when we get things right. You can do this by phoning OneCALL on 0845 8 507 507 and asking to speak to your OneCALL Manager. (Calls may be recorded for training purposes.)

At other times you may want to complain about our service or something that you feel we have done or failed to do. If so, this factsheet tells you what you should do.

Stage 1

Complain to your OneCALL Manager

To make a complaint you can do any of the following.

- Send a letter to your local service access point (the addresses are in your tenants' handbook).
- Phone OneCALL and ask for your complaint to be recorded.
- Ask for a private interview at your local service access point or in your home.
- Email your complaint to OneCALL@wdh.co.uk
- Use the complaints form on our website at www.wdh.co.uk

If you cannot do this yourself, you can give a friend or relative permission to complain for you. We aim to give you a written reply to your complaint within ten working days. If we cannot get back to you within that time we will write and explain why and tell you how long it will take.

Stage 2

Complain to the Executive Director of the relevant service

If you are still not satisfied after complaining to the OneCALL Manager you can take your complaint further. You can do this by contacting the Customer Relations Team as follows.

The Customer Relations Team
Merefield House
Whistler Drive
Castleford
WF10 5HX
Phone: 01977 724662
E-mail: customerrelations@wdh.co.uk

The Executive Director of the service will consider your complaint and aims to reply to you within 15 working days. If it will take longer to deal with your complaint we will contact you to explain why.

Stage 3

Complaints Appeal Panel

If you are still not happy you can ask for your complaint to be dealt with by the Complaints Appeal Panel. The panel will meet within 30 working days to consider your appeal, and you will be told the panel's decision within a further seven working days.

What we won't deal with

We won't deal with the following.

- Anything you knew about more than four months before you complained.
- Anything which should be dealt with in a different way (for example, through legal action or at a tribunal).
- Complaints relating to government or commercial contracts.

In certain circumstances we may decide to deal with complaints in a different way. If this is the case we will explain why and give you full details of how we will deal with your complaint.

You can get extra help from the following.

- Housing Advice Team
Wakefield Council Vulnerable Adults Service
Queens House
Queens Row
Market Street
Wakefield
Phone: 01924 302085
- Your local MP at:
House of Commons
London
SW1A 0AA
- Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

For general enquiries please come and talk to us at your local SAP (addresses are in your Tenants Handbook) or call OneCALL on 0845 8 507 507.

We are committed to giving everyone equal access to information. If you would like this information in another format, such as large print, please phone us on 0845 8 507 507.

