

# 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 contacting the Customer Services Manager at your local Service Access Point (SAP). Contact details are in your tenant handbook.

At other times you may want to complain about our service or about something we have done or failed to do. This leaflet tells you what you should do if this is ever the case.

## Stage 1

### Complain to the Customer Services Manager

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

- Send a letter to your local SAP.
- Phone your Customer Services Manager and ask for your complaint to be recorded.
- Ask for an interview at the SAP or your home.
- E-mail your complaint to [OneCALL@wdh.co.uk](mailto:OneCALL@wdh.co.uk).
- Use the complaints form on our website at [www.wdh.co.uk](http://www.wdh.co.uk).

If you cannot do this yourself, ask a friend or relative 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 Customer Services 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](mailto: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 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 consider it within 30 working days and you will be told the panel's decision within 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 a full explanation of how we will deal with your complaint.

## **You can get extra help from the following.**

- Springs Advice Centre  
4 The Springs  
Wakefield  
Phone: 01924 302085  
Email: [springsadvicecentre@wakefield.gov.uk](mailto:springsadvicecentre@wakefield.gov.uk)
- Your local MP at:  
House of Commons  
London  
SW1A 0AA.
- The Housing Ombudsman Service or the Tenant Services Authority information is available at your local SAP.
- For contact details for your local SAP visit the website at [www.wdh.co.uk](http://www.wdh.co.uk) or phone OneCALL on 0845 8 507 507.
- For general enquiries please talk to one of our the Customer Services Advisors at your local SAP or call One CALL on 0845 8 507 507.

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

