

# Guide to Complaints



## How do I make a complaint?

We're sorry to hear that you need to make a complaint.

You can tell us about your complaint by:



**Contacting OneCALL on  
0345 8 507 507**



**Emailing OneCALL at  
onecall@wdh.co.uk**



**Completing a complaint form  
on our website [www.wdh.co.uk](http://www.wdh.co.uk)**



**Contacting us by social media**



**Visiting a Service Access Point  
or Hub**



**Writing to us at  
Merefield House  
Whistler Drive  
Castleford WF10 5HX**

We will aim to resolve your problem the same day or next working day. If we can't do this, with your agreement, we will enter an informal complaint and provide you with a response within seven working days.

If we can't do this or resolve the problem to your satisfaction, or you are unhappy with the outcome your complaint, it will be considered at Stage 1 of our formal Complaints Procedure.'

There are some complaints we are unable to consider under our Complaints Policy, if your complaint is one of these, we will tell you, explain why and advise you on your next steps.

## Stage 1

### Complaint Investigation

Your complaint will be passed to a manager for investigation and they will contact you to discuss your complaint and how we can resolve it.

They will investigate your complaint and provide you with a written response within 10 working days. If we can't respond in this timescale we will explain why and agree a revised response date with you.

If you feel our response has not fully answered your complaint, or you disagree with our findings you should discuss this with the investigating manager.

If after speaking with the investigating manager you still remain dissatisfied you can ask for your complaint to be considered at Stage 2 of our formal Complaints Procedure.

### Request to escalate to Stage 2

If you ask to escalate your complaint to Stage 2, you must give us valid reasons why you feel we have not answered your complaint at Stage 1. We may choose not to escalate if:

- we upheld your complaint at Stage 1 and you were offered a fair and proportionate resolution;
- the resolution you have asked for cannot be provided as it is disproportionate, or outside of our control to provide; or
- your behaviour is deemed to be unacceptable and you have refused to engage with us in an acceptable manner during the investigation of your Stage 1 complaint.

We may choose to refer your complaint back to the Stage 1 investigating manager if we believe the matter could be resolved or we may choose to offer you an alternative resolution.

If we are unable to progress your complaint, we will write and tell you why and provide advice on how you can pursue the matter through the Housing Ombudsman Service or other means.

## Stage 2

### Independent Investigation

Our Customer Relations Team will contact you to discuss your complaint and they will begin an independent investigation.

You will receive a written response to your complaint within 20 working days. If we can't respond in this timescale we will explain why and agree a revised response date with you.

The decision letter will explain what to do if you remain unhappy with the outcome of your complaint. You will be given details of the Housing Ombudsman Service if this is appropriate to your complaint.

### Housing Ombudsman Service

The Housing Ombudsman Service is an independent body you can approach to investigate your complaint if you remain unhappy with our final decision. They can be contacted in the following ways.



**Housing Ombudsman Service**  
**P O Box 152**  
**Liverpool L33 7WQ**



**0300 111 3000**



**[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**



**[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

For complaint types that the Housing Ombudsman Service do not investigate, we will give you information about your next steps in our final decision letter.

### Unacceptable Behaviour Protocol

We expect employees to treat all customers with respect and we ask the same back from our customers. We will not tolerate unacceptable behaviour and we may choose to deal with complaints differently or restrict access to the Complaints Procedure, if a person's behaviour is deemed to be unacceptable or your complaint(s) are vexatious in nature.

If we choose to do this, you will be notified in writing of our decision and reasons for this.

### Learning from complaints

Your complaint is important to us as we use each complaint we receive as an opportunity to learn and improve our services.

We welcome all feedback so if you would like to tell us about your experience or provide suggestions on how we could improve, or if you would simply like to compliment the way we managed your complaint, you can write to us at:

**Customer Relations**  
**Merefield House**  
**Whistler Drive**  
**Castleford WF10 5HX**

Or alternatively you can email us at **[customerrelations@wdh.co.uk](mailto:customerrelations@wdh.co.uk)**

**We are committed to providing equal access to information. If you would like this information in another format please phone us on 0345 8 507 507.**