

We aim to provide the best service possible to all our customers. As a result customers can complain, compliment, comment or make suggestions about any element of our services in a variety of ways. We have developed a feedback system that ensures that such information is fully considered and, where appropriate, used to improve existing services or develop new services.

Customer Feedback Principles

We will:

- Take all complaints, compliments, comments and suggestions seriously
- Deal with all complaints, compliments, comments and suggestions quickly, courteously, systematically and fairly
- Aim to resolve complaints to your satisfaction at the earliest opportunity
- Treat complaints, compliments, comments and suggestions in confidence and in line with the Data Protection Act
- Learn from complaints, compliments, comments and suggestions to improve customer service and staff awareness
- Allow all complainants to be accompanied by a friend or advocate when meeting our staff and if appropriate consider alternative solutions such as mediation
- Publish feedback to customers on changes to service delivery at least once a year that has been made as a result of complaints made and comments or suggestions made

Who can provide feedback to Muir Group and how?

Our complaints, compliments, comments and suggestions procedure is open to everyone who receives or is requesting a service from us, or people acting on their behalf. Complaints, compliments, comments and suggestions can also be made by anyone who comes into contact with or who is affected by the work. These can be made by:

- Contacting us by telephone or in person at any of our offices
- Contacting us by email at - info@muir.org.uk

- Contact can be made through our website – www.muir.org.uk
- Contacting our Customer Services Team on 01928 728000
- Requesting a home visit from a member of staff
- Writing to us, or fill out a prepaid Complaints, Compliments, Comments and Suggestions Factsheet and return it to a member of staff or to one of our offices
- Getting someone else to contact us on your behalf by telephone, in person, through our website or by completing this Factsheet
- Completing a “Have Your Say” pre-paid card and returning it to us

YOU DO NOT HAVE TO MAKE COMPLAINTS, COMPLIMENTS, COMMENTS OR SUGGESTIONS IN WRITING

Dealing with Complaints

Whilst we aim to provide high quality services to all our customers we may not be able to please on every occasion and, therefore, want to be made aware when people are dissatisfied with the service received. If this happens we need to know so we can put matters right and make sure that it doesn't happen again.

A complaint is where.....

- You are dissatisfied with our standard of service or the service provided by one of our contractors
- You feel we have failed to do something we should have done or have acted inappropriately
- You feel we have treated you unfairly or impolitely

A complaint is not.....

- A request for information or an explanation of our policies or procedures
- An initial request for service, for example a repair to your home, or an initial report of anti-social behaviour
- Factors that are out of our control or a service that is not our responsibility, for example a defective streetlight, although we will of course pass these on to the right people wherever possible

How the complaints procedure works

The complaints procedure consists of three, clear, separate stages. At any stage during the complaints procedure you can make an appointment to see the member of staff concerned or arrange a visit to your home. At all stages, when contacting you in writing, we will include a copy of the Complaints Factsheet so that you remain fully aware of our complaints process at every stage.

At each stage of the complaints process, the Complaints Coordinator will write to you to acknowledge the complaint within two working days of receipt. The letter will contain the following information:

- The name of the person dealing with the complaint
- The individual reference number given to the complaint
- The timescale for a full or partial reply

The person dealing with the complaint at each stage will respond within a further ten working days. They will contact you by telephone or arrange a face to face meeting to discuss the issue. In some cases, where the complaint is complex, it may not be possible to resolve your complaint fully within this timescale (If this is the case, we will provide a partial reply at this stage and a proposal for further action and timescales for a resolution). We will continue to provide you with regular updates by letter or telephone until a decision is made.

When the investigation is complete, the person dealing with the complaint will write to you with conclusions and a remedy that may be appropriate.

Stage One

Stage One is dealt with by an appropriate manager. It is expected that the majority of complaints will be resolved at Stage One of the procedure. However, if you feel that we have not satisfactorily dealt with your complaint, you have the right to appeal. If you make an appeal, the complaint then moves on to Stage Two.

Stage Two

Stage Two of the complaints process is dealt with by an appropriate Director. Hopefully, at the conclusion of Stage Two any problems will have been successfully resolved. However, we recognise that in some cases customers may still be dissatisfied. Therefore, there is a third stage of the complaints process where customers can ask for their complaint to be reviewed by the Board of Muir Group.

Stage Three

The Chairman of the Board will decide upon a panel of 2-3 Board Members to examine the complaint, one of whom is likely to be a Resident Board Member. The Complaint Panel may meet with you to discuss the complaint and reasons for appealing. The Panel will then produce a report which you will be able to comment upon before the panel concludes on whether the appeal is upheld. The Complaint Panel's responsibility is to review the investigation of the complaint and decide whether it has been completed in accordance with Muir Group's procedures and whether the Director's decision is appropriate. **Once the review has been completed, a letter with the outcome of the review will be issued within 10 working days. This is the final stage in Muir Group's complaints procedure.**

The Housing Ombudsman Service

If, after a customer has progressed through Muir Group's complaints procedure, they still feel that their complaint has not been resolved to their satisfaction, they can contact The Housing Ombudsman Service.

Please note that the Independent Housing Ombudsman will not consider your appeal until you have exhausted Muir Group's complaints procedure. Only customers whose home is owned or managed by us, or who have applied to us for housing, have the right to have their complaints heard by The Housing Ombudsman Service.

The Housing Ombudsman Service,
81 Aldwych,
London. WC2B 4HN
Tel: 0207 421 3800
Fax: 0207 831 1942
Lo call: 0845 712 5973
Minicom Number: 0207 404 7092
Web site: www.housing-ombudsman.org.uk
Email: info@housing-ombudsman.org.uk

Compensation

Muir Group aims to provide excellent standards of service to its customers. We recognise that in some instances we may not always meet our customers' expectations and may, on occasion, fail to meet our own standards of service delivery. In such circumstances, and in line with good practice, customers should be compensated appropriately. Any monetary payments or gestures of goodwill should aim to compensate for any inconvenience, frustration or loss caused by the actions of the Association or its contractors. Please see our Compensation Factsheet for further information.

Compliments

In the same way that Muir Group can use complaints to improve its services, we can use compliments to understand where we have provided a good service. If you feel that we have provided a good level of service, or if you think there is a member of staff who deserves a special mention, please let us know! We can then reward positive work and publicise it to other members of staff.

Comments and Suggestions

We welcome comments and suggestions from customers. It is important for us to capture this information so that we can improve services and reward positive work.

The "Have Your Say" pre-paid card is designed to provide customers with another less formal way to express their dissatisfaction or satisfaction with a particular issue and to have this fully investigated by Muir Group. If a negative comment is made that relates to service failure, it will be dealt with as a complaint, in accordance with our complaints policy and procedures.

Any comments or suggestions made, will be passed to a Senior Manger for consideration. They will respond to the customer in writing with any proposed action for improvement, change or reasons why the suggestion cannot be implemented. The letter will be completed within ten working days.

In exceptional circumstances where a suggestion has been made which results in an improvement to the services for customers or to the business, a voucher of £20 will be issued to the customer.

Do you need help to read this? Please contact us

Tel: 01928 728000 or Textphone: 01928 728066



Arabic معلومات التغذية المرتجعة
هل تحتاج إلى مساعدة لقراءة هذا؟ يرجى منك الاتصال بنا

Portuguese Informações de feedback
Necessita de ajuda para ler isto?
Entre em contacto conosco

Bengali মূল্যায়ন সংক্রান্ত তথ্য
ইহা পড়তে আপনার কি সাহায্যের দরকার? দয়া করে আমাদের সাথে যোগাযোগ করুন

Punjabi ਪ੍ਰਤੀ-ਉੱਤਰ ਦੇਣ ਥਾਵੇ ਜਾਣਕਾਰੀ
ਕੀ ਇਹਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

Chinese 回饋意見
閱讀本文時，您是否需要協助？請與我們聯繫

Somali Macluumaadka Talasiinta
Ma u baahan tahay in lagaa kaalmeeyo akhrinta feylkan? Fadlan nala soo xiriir.

Gujarati મહત્વના સંબંધની માહિતી
શું તમને આ વાંચવામાં મદદની જરૂર છે? કૃપા કરી અમારો સંપર્ક સાધો

Urdu تبصرے سے متعلق معلومات
اس کو پڑھنے میں کیا آپ کو مدد کی ضرورت ہے؟ برائے مہربانی ہم سے رابطہ کریں۔

Polish Informacja zwrotna
Potrzebujesz pomocy, aby to przeczytać?
Skontaktuj się z nami.

Welsh Gwybodaeth atborth
Os arnoch chi angen cymorth i ddarllen hyn?
Cysylltwch â ni

This document is available in large print & Braille on request.

Muir Group Housing Association Limited

Registered and Head Office

Old Government House, Dee Hills Park, Chester,
Cheshire CH3 5AR
Telephone: 01244 313613 Facsimile: 01244 404030

Area Offices

Blackpool

3 Chatburn Close, Blackpool, Lancashire FY3 7FD
Telephone: 01253 390449 Facsimile: 01244 404020

Bumley

Second Floor, Lodge House, Lodge Square, Cow Lane,
Bumley, Lancashire BB11 1NW
Telephone: 01282 446500 Facsimile: 01244 404021

Glebe Green

28 Vauxhall Way, Glebe Green, Winsford CW7 1NG
Telephone: 01606 554026 Facsimile: 01244 404023

Helsby

Oakmere House, Mere's Edge, Chester Road, Helsby,
Cheshire WA6 0DJ
Telephone: 01928 728000 Facsimile: 01244 404026

Huntingdon

Stable Court, Ferrars Road, Huntingdon, Cambridgeshire
PE29 3DH
Telephone: 01480 453234 Facsimile: 01244 404025

Customer Services Team: 01928 728000 Email: info@muir.org.uk

www.muir.org.uk

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I would like to make a:
(Please tick as appropriate)

Complaint

Compliment

Comment

Suggestion

Details:

Name:

Address:

Telephone:

Email:

RESPONSE SERVICE No.
NAT8690

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Customer Service Manager
Muir Group Housing Association Ltd
Mere's Edge
Chester Road
Helsby
FRODSHAM
WA6 0ZY

