

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Nexus is proud to be part of



Nexus Housing Office

Apex 2, Apex Park
Wainwright Road
Worcester WR4 9FN

☎ 01905 342 600

Need help in your own language?

Bengali

আপনার নিজের ভাষায় সহায়তা প্রয়োজন।

Urdu

اپنی زبان میں مدد کی ضرورت ہے۔

Spanish

¿Necesita ayuda en su propio idioma?

Turkish

Kendi dilinizde yardıma mi ihtiyacınız var?

Polish

Wymagają Państwo pomocy w swoim języku?

Portuguese

Precisa de assistência na sua própria língua?

☎ 01905 342 600

Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 01905 342 600

Repairs Line (24hrs) 0845 600 3441

business for neighbourhoods



www.nexushousing.co.uk
email nexus@wmhousing.co.uk

Making a Complaint

একটি অভিযোগ করা
شکایت درج کرانا
Şikayette bulunma
Reclamações
Presentar una queja
Skladanie skarg



“creating places where people are proud to live and work”

Help Us to Help You

Nexus Housing Group, and its partners, will deal with all complaints fairly, openly and without bias.

We aim to give the best service we can, but recognise that on occasions we fail to do so. We have set up our complaints procedure to help if we do fail. If you have a complaint against us please tell us so that we can put things right. This will help not only you, but also other customers in the future and it will make sure we improve our services. If you do make a complaint, we won't treat you less favourably in the future.

Who can complain?

You can make a complaint if you are:

- A tenant or leaseholder of ours
- Applying for a house with us
- Any other person or organisation affected badly by our service

What can I complain about?

You can complain if you think:

- We failed to do something we should have done
- We did something wrong or to a poor standard
- You received poor customer service or discrimination



Please don't use our formal complaints procedure if you:

- Are asking for a service from us (for example, if your heating has broken down and you want it repaired)
- Want information about any part of our service
- Want to talk to us about a problem with your neighbour or another resident living on your estate

Please contact your Housing Office about these issues to find out how we can help.

All complaints will be considered except:

- Where a complaint is already going through a court or tribunal (including disrepair cases).
- Where a complaint is being pursued in an unreasonable manner and is being handled under our Persistent, Unreasonable and Vexatious Complaints Protocol.

Asking someone else to complain on your behalf

If you want to ask someone else (for instance a friend or family member) to complain on your behalf, we are happy to deal with them, however, we will need confirmation from you that you are happy for them to act on your behalf.

How can I complain?

The simplest and quickest way to resolve a problem is to discuss it, informally, with the member of staff or the Manager responsible for the service. Our staff will be happy to talk about complaints and most problems can be dealt with on the spot.

If you have discussed your problem with a manager and do not feel that the matter has been put right, you can use the complaints procedure set out in this leaflet.

To begin the process, you can...

- **Visit** our office and give details of your complaint to a member of staff.
- **Fill in a form** (inside this leaflet) You can hand it in to our office, or send it to us in the postage paid envelope enclosed. You do not need a stamp. If you need help filling in the form, please ask a member of staff.
- **Fill in our online form.** You can find this under the "Tell us what you Think" section of our website at www.nexushousing.co.uk.
- **Write to us** at Apex 2, Apex Park, Wainwright Road Worcester WR4 9FN. Please set out clearly how we can contact you.
- **Email us** at nexus@wmhousing.co.uk Please make it clear in your email that you are making a complaint.
- **Telephone us** on 01905 342 600. We will make careful notes of your complaint using one of our forms as a record.

What happens after you have made a complaint?

All formal complaints are recorded and dealt with in confidence.

- We will confirm in writing that we have received your complaint within 3 working days, giving you a reference number, the name of the officer dealing with your complaint and their contact details.
- That officer will undertake an investigation and will aim to respond with the outcome of the investigation with 14 calendar days*

(In some cases, where complaints are very complicated, we may need longer than 14 calendar days to fully investigate the matter, we will advise you of the delay and will tell you when you should expect a response. Our aim is that no complaint investigation will take longer than 28 days).

- You may receive a visit or telephone call in order to assist us with the investigation and photographs may be taken (where appropriate) to illustrate the basis of the complaint.
- When the investigations are complete, customers may receive a visit or telephone call, however, all outcomes of complaint investigations will be confirmed in writing.
- Where a complaint is justified and appropriate, customers may be given compensation to offset any losses suffered through Nexus' poor service.

(We will not normally consider complaints about events that took place more than 12 months ago).

* with the exception of Bank Holidays and office closures when response targets will be 10 working days.



What if I am dissatisfied with the response to my complaint?

If we are unable to resolve your complaint on the spot and a full investigation is required, we will expect you to go through the following stages.

If you miss a stage or new evidence is presented, we will usually expect to go back to an appropriate stage in the process.

The process for reviewing complaints is:

Stage 1

Original complaint received and investigated by appropriate officer.

Aim to respond within 14 calendar days*.
If you are dissatisfied with the outcome, let us know within 14 calendar days*, specifying your reasons why.



Stage 2

Review of Complaint by an Assistant Director

Aim to respond within 14 calendar days*.
If you are still dissatisfied with the outcome, let us know within 14 calendar days*, specifying your reasons why.



Stage 3

Review of complaint by the Complaints Panel, made up of Board Members and a Director.

Aim to respond within 28 calendar days.

* with the exception of Bank Holidays and office closures when response targets will be 10 working days

Who else can I contact if I have a problem?

The Ombudsman

If you need to take the matter further and you are a tenant, leaseholder or applicant of Nexus Housing, you can contact the Housing Ombudsman Service:

The Housing Ombudsman Service

81 Aldwych

London

WC2B 4HN

Tel: 0300 111 3000

Fax: 020 7831 1942

Mini Com: 020 7404 7092

Email: info@housing-ombudsman.org.uk



Independent Advice is available at the following centres:

- **Citizens Advice**
- **Law Centre**

We recommend that you follow our procedure through to the end before you take an outstanding complaint elsewhere. The Housing Ombudsman Service also recommend this.

What happens afterwards?

We will use any lessons learned as a result of a complaint investigation to improve our services and we will report on complaints in our Annual Report to customers.

Nexus Housing Complaint Form

Name: _____

Address: _____

_____ Post Code: _____

Telephone (Home): _____

(Work): _____

Date: _____

Please give the details of your complaint:

If you need more space, please use a separate sheet of paper.

Have you told us about this before? _____

If so, who did you speak to? _____

What would you like us to do to sort out the problem?

Nexus Housing

Ethnic origin of household as defined by applicant

In order for us to check that our service is fair and accessible to our Customers, please select which option best describes your ethnicity

one only

- a. White 1 British 2 Irish 3 Other
-
- b. Mixed 4 White & Black Caribbean 5 White & Black African
6 White & Asian 7 Other
-
- c. Asian or Asian British 8 Indian 9 Pakistani
10 Bangladeshi 11 Other
-
- d. Black or Black British 12 Caribbean 13 African 14 Other
-
- e. Chinese or other ethnic group 15 Chinese 16 Other
-
- f. Refused 17

Nexus Housing,
Apex Park, Wainwright Road, Worcester, WR4 9FN

For further information please contact

01905 342 600