



# Customer guide to complaints

## Contacting us at Jigsaw Homes Group:

**Address:** Head office, Cavendish 249, Cavendish Street, Ashton-under-Lyne, OL6 7AT.

**Telephone:** 0161 331 2000.

**Address:** Turner House, 56 King Street, Leigh, Greater Manchester, WN7 4LJ.

**Telephone:** 0300 111 1133.

**Website:** [www.jigsawhomes.org.uk](http://www.jigsawhomes.org.uk)

**Email:** [info@jigsawhomes.org.uk](mailto:info@jigsawhomes.org.uk)

Our frontline staff are able to help customers who want to make a complaint. If they can't help a customer themselves, they will help the customer find someone who can. We have developed a simple three-step process for resolving customer complaints with the emphasis on putting things right.

### 'Put It Right'

When you first tell us that you are unhappy with us, our priority is to put things right for you. Our 'Put It Right' step is about finding a quick and effective solution without the need for lengthy investigations. We will agree with you reasonable outcomes and always inform you of any associated timescale.

If we are able to put it right for you at this point, we will class your complaint as resolved and therefore no further action will be required.

As this is the first opportunity for us to resolve your complaint we expect the majority of complaints to be resolved at this stage. However, if we can't put things right for you, we will inform you of the next steps in-line with this policy.

### 'Investigate It'

If we have been unable put your complaint right, you can ask us to move your complaint to the next step. This step is a formal investigation and we will assign an investigating manager from the relevant team to investigate your complaint for you. The investigating manager will investigate and respond to you within ten working days. If they need more time to investigate your complaint they will always keep you informed along with the reason why and when you can expect an update.

### 'Review It'

If after your complaint has been investigated, you are unhappy with how your complaint has been dealt with, you can request a formal review. In order for us to move your complaint to this step you must explain how you meet one or more of the three criteria below. You will also be expected to provide us with any evidence to support your 'Review It' request. This may be photographic evidence or written correspondence. You will need to make this request within one month of your final 'Investigate It' response letter being sent to you.

### **‘Review It’ Criteria:**

1. All or some of the points raised as part of your complaint have not been investigated or, responded to as part of the ‘Investigate It’ step
2. All or some of the agreed actions have not been carried out, or carried out to a less than satisfactory standard within the agreed timescales
3. Jigsaw Homes Group has failed to respond to your complaint within the agreed timescale set by our policy; or agreed by the investigating manager where additional time was required.

Your request will initially be handled by the Chief Executive’s Department who will consider whether your request qualifies to be moved to the ‘Review It’ step. The Chief Executive’s Department will respond to you within five working days of receiving your request. There may be some times when the Chief Executive’s Department can quickly resolve the issue without the need for a full review; we will take this approach where appropriate.

If your request is accepted two Executive Directors will be assigned to review the details of your complaint and why you were unhappy with our previous response. We aim for the review to take place within one month from accepting your review. The review panel will aim to respond to you within ten working days (unless they contact you to agree otherwise) with their findings and final decision.

If our Chief Executive’s Department is unable to look into your request, we will write to you within five working days of receiving your request and provide you with a detailed explanation for our decision. This will be our final response and the end of our internal complaints process.

‘Review It’ is the end of our internal complaints process. If you are still not happy with the response you have received, information about further independent options are available on our website, or by contacting the Chief Executive’s Department.

### **Designated persons and the Housing Ombudsman Service**

Customers have a right to ask their complaint to be considered by a ‘designated person’ when our internal complaints procedure is complete. A designated person may help resolve the complaint in one of two ways; they can try and resolve the complaint themselves or they may refer the complaint straight to the Housing Ombudsman Service. Designated persons usually only consider complaints which are within the remit of Housing Ombudsman Service, so some of the services we carry out might not be considered by a designated person. **Designated persons include:**

- Members of Parliament (MPs)
- Local Councillors
- Jigsaw Rewards Tenants’ Panel

Our Chief Executive’s Department can provide further information about designated persons on request.

Alternatively, you can wait eight weeks from the date of your final complaint response from us and contact the Housing Ombudsman Service directly. You can contact the Housing Ombudsman Service at:

#### **Housing Ombudsman Service**

**81 Aldwych, London WC2B 4HN**

**Tel:** 0300 111 3000 **Minicom:** 020 7404 7092 **Fax:** 020 7831 1942

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

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