

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

Email: 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.

In most situations, the quickest and most effective way to resolve complaints or dissatisfaction for a customer is for us to work with managers in the relevant department to find an informal solution outside the formal complaints process. If you remain unhappy with how your complaint has been handled, you can ask for your complaint to be escalated to the formal process.

There are some circumstances where we will not normally accept a formal complaint. However, in some of these circumstances we may internally investigate to ensure we continue to provide the best possible service. The list of exclusions is explained in our Complaints Policy available on our websites or can be sent to you on request.

We have developed a simple two-step process for resolving formal customer complaints.

Investigation

This step is a formal investigation and we will offer a named individual to work with the relevant department to investigate your complaint for you. The named person will investigate and provide you with a full written response, which will normally be sent within ten working days from the acknowledgement of your complaint. 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 a full response.

Review

If after your complaint has been investigated, you are unhappy with how your complaint has been dealt with, you can request a review. You will need to make this request within one month of your 'Investigation' response being sent to you.

Your request to escalate to the Review step will initially be handled by a manager from the Chief Executive's Department who will review the complaint handling and consider the reasons for your escalation request. Where the Chief Executive's Department can respond to this request without the need for a full formal review, this is the approach we will take.

If the Chief Executive's Department decides that your request requires a full review, 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 20 working days 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.

Our response at the 'Review' step is our final response to your complaint and 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 detailed below and also available on our websites.

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 process has been exhausted. 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 may not be considered by a designated person. Designated persons include:

- Members of Parliament (MPs)
- Local Councillors
- Jigsaw Rewards Tenants' Panel (virtual online panel)

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 **Website:** www.housing-ombudsman.org.uk

Our Chief Executive's Department can provide further information about independent external options and designated persons on request.

