



# Complaints policy



How to tell us you are  
unhappy with our service



## About this policy

We are Clanmil Housing. We always try to give you the best service.



But we know that sometimes things can go wrong. You might not be happy with the service you get from us.



If this happens, you can **complain**. **Complain** is when you tell us you are not happy.



If you complain to us, we will follow the rules in this **policy**.

A **policy** is a set of rules about how to do things.

## Things you might complain about:



- if we did not do something we said we would do



- if we took too long to get in touch with you when you asked us something



- if you are not happy with how you were treated by our staff



- if you are not happy with something we did



- if you think we have not followed the rules properly



- if you do not think we have treated you fairly.

This could be because of things like a disability, your skin colour or who you fancy.

## Who can complain



You can complain to us yourself or you can ask someone else to complain for you.



If someone else complains for you, we might ask you tell us you are happy with this.

# How to complain



You can come to one of our offices.

Our main office address is:

**3 Waring Street  
Belfast  
BT1 2DX**



You can tell staff if they are visiting you in your home.



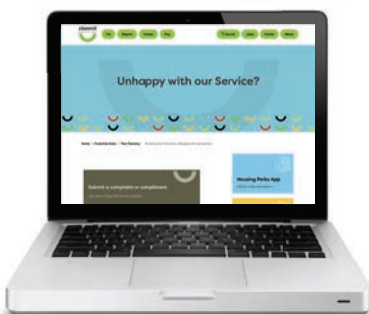
You can phone us

**028 9087 6000**



You can email us

**complaints@clanmil.org.uk**



Look online

**[www.clanmil.org.uk/customer-area/  
your-tenancy/unhappy-our-service](http://www.clanmil.org.uk/customer-area/your-tenancy/unhappy-our-service)**



# Making it easier for you to complain



We understand that we might need to make it easier for you to complain.



We can do things like:

- giving you more time to get back to us



- making letters and information easy to read



- putting letters and information in a different language



We will work together with you to plan the changes that will help you best.

# What happens when you complain



When you first tell us about your complaint, we will see if we can sort things out straight away.

We call this a **Make it Right request**.



We will get in touch with you within 5 days. We will agree with you what we need to do to make things right.



If you are not happy with what we say, you can make a **formal complaint**.

A **formal complaint** means we will look more closely at what has happened.



There are 2 stages to a formal complaint:



# Stage 1



1 of our bosses will look at your complaint.



They will contact you to ask some questions about your complaint and why you are unhappy.



The boss will write to you within 10 working days after they have looked at your complaint.



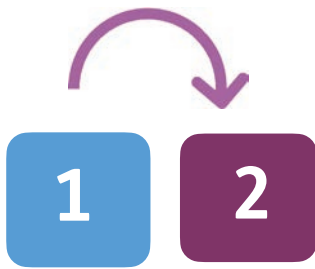
The letter will say what they found out and what they will do next.



When we have given you an answer, you should wait and give us time to put things right.



## Stage 2



You might not be happy with what we said at the end of Stage 1. If you are still unhappy, you can ask to move to Stage 2.



1 of our big bosses will look at your complaint.



They will contact you to ask some questions about why you are still unhappy.



The big boss will look at all of your complaint. Then they will write to you within 20 working days.



The letter will say what they found out and what they will do. They might ask to meet you and explain it to you too.



If it will take longer than 20 days, we will tell you why and what will happen next.

## How we will treat you

We make sure our staff get good training about looking at complaints in the best way.



When you complain, we will:

- try to sort the problem as quickly as we can



- listen to you and treat you fairly



- learn from things we have got wrong



# How you should treat us



When you complain, please:

- treat us with respect

**and**



- do not get in touch with us too much before we have finished looking at your complaint



We can make rules about how and when you can contact us if this happens.

# Putting things right



If we have made a mistake, we will say sorry.



We will tell you why things went wrong and how we will put them right.



Sometimes we might pay you some money to say sorry.



We will change how we work to make sure the problem does not happen again.



## If you are still unhappy

You might still not be happy after Stage 2.



If you are still unhappy, you can ask the Northern Ireland Public Services Ombudsman to look into your complaint.

We call this **NIPSO** for short.

The NIPSO will look at how we dealt with your complaint. They will check we have:

- looked at your complaint properly and fairly

**and**

- done the best we can to help you with your complaint







You must tell the NIPSO within 6 months of getting your Stage 2 answer from us.

You can contact the NIPSO:



- **by post:**  
**Northern Ireland Public Services  
Ombudsman  
Progressive House  
33 - 37 Wellington Place  
Belfast  
BT1 6HN**



- **by phone:**  
**028 9023 3821**



- **by email:**  
**[nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)**

# Learning from complaints



We want to know if you have a complaint. Complaints help us learn from things we have done wrong.



We can use this to make our services better in future.



Sometimes we might contact you to ask you some questions after your complaint has finished.



This is so we can make sure we are looking at complaints in the best way.

# Checking our policy is working



We will look at this policy every 3 years and make changes if we need to.

# Keeping your information safe



To look at your complaint we need to know some personal information about you.



Your personal information is things like your name, address and information about your complaint.



The law gives us rules that we must follow to keep your information safe.



We will make sure we follow these rules.



## Contact us

For more information or if you have any questions you can contact us:



### By phone

**028 9087 6000**



### By email:

**[complaints@clanmil.org.uk](mailto:complaints@clanmil.org.uk)**



### Online:

**[www.clanmil.org.uk/customer-area/  
your-tenancy/unhappy-our-service](http://www.clanmil.org.uk/customer-area/your-tenancy/unhappy-our-service)**