

Connswater Homes Complaints Procedure

In its work as a housing provider and social landlord, the Association recognises that a situation may arise where a person is dissatisfied with the service, actions or inactions of the Association's board or officers and as a result may wish to make a complaint.

Requests for service and information are not considered to be complaints. General comments made through feedback during customer service surveys or information gathering activities will be used to improve service but are not considered to be formal complaints unless you expressly ask for the comment to be dealt with in such a manner, the following procedures would then apply.

Making a complaint

Stage 1

Complaints should be addressed to the Director of Corporate Assurance by:

- Phone: 028 90656155
- Email: housing@connswater.org.uk
- Website: www.connswater.org.uk
- Letter /person: 5 Citylink Business Park, Albert St, Belfast BT12 4HQ

A complaint does not have to be submitted in writing, this can be done on the complainant's behalf where a note taker will record the details. The complainant will receive a copy which must be verified and signed to ensure accuracy.

We will acknowledge receipt of your complaint within 5 days. You should receive a full written response within 20 working days. We will be in touch if a delay is likely.

Stage 2

If you are unhappy with the outcome at Stage 1 and can demonstrate that it was unreasonable or material facts were omitted, you can contact the Chief Executive who will review the case and make a written response within 20 working days.

Stage 3

If you are still unhappy with the outcome, the last internal stage allows for an appeal to the Executive Committee of Connswater Homes. You should advise the Chief Executive of the factual reasons for your dissatisfaction and you will be given a date for a review of the complaint by the Executive Committee. The Chairman shall give a written reply to the complaint within five working days of the review date.

If you are unhappy with the resolution offered by the Association you may contact the Northern Ireland Public Service Ombudsman on Freephone 0800 343424 or by writing to: The Ombudsman, Freepost NIPSO.