



Kilburn Square Housing Co-operative Complaints Procedure

We aim to provide all customers with an excellent service, our aim is to promote customer satisfaction and for Kilburn Square to be an outstanding TMO (Tenant Managed Organisation). In order to achieve our aims and objectives we need to hear your voice, we realise that services can always be improved. Sometimes we can get things wrong, that's why your comments and complaints are of high importance to us.

HOW TO MAKE A COMPLAINT?

If you have a concern or suggestion about a particular service, you should write or speak to a member staff or the Estate Manager.

Sometimes by speaking to someone about your concerns the problem can be resolved immediately, it is our aim to deal with problems straight away as we thrive toward excellence in customer care.

You can make a complaint by using any of the following methods:

Visit the office

Ask for a member of staff to visit you at home

Call us on 0207 625 7423

Fax us on 0207 372 4951

Email: kilburnsquare.housingco-operative@brent.gov.uk

What we need when you make a complaint

Your current contact details and names, addresses or department of anyone else involved in the complaint.

If you are complaining on behalf of someone else we will need evidence from them that they have agreed to this. (a letter of consent)

Try to list clearly the main things you are concerned about, what you think we've done wrong, how it has affected you and what you want us to do to put things right.

Tell us what happened and when.

Provide any correspondence which is relevant to your complaint.

If known, include the names of the officers who are dealing with you.

Include any relevant reference numbers

48 hour resolution

You can raise your complaint through our 48 hour resolution process by contacting the Estate Manager. The Estate Manager or a nominated officer will contact you within 48 hours of receiving your complaint and agreeing how the complaint will be dealt with.

We will try to resolve your concerns within 48 hours although some issues may be complex and require more time

Pre Stage One

You may also wish to take your complaint through the formal route by bringing your complaint to the attention of the Estate Manager. Alternatively, the complaint can be made to the Chair of KSHC if you feel this is more appropriate. You can do this by completing a complaint form which is available from reception or you can send a letter, visit, telephone or send an email). The Estate Manager will confirm receipt of your complaint within 5 working days. The Manager or Chair would normally send you a written reply within 15 working days of receiving your complaint.

Stage 1

If you remain dissatisfied you can escalate your complaint by writing a letter of complaint to **Brent Council Complaints Team**

Brent Civic Centre, Engineers Way, Wembley, London, HA9 0FJ

Tel: 020 8937 2323

Email: customer.servicebrent.gov.uk

The complaints team will let you know that they have received your complaint within 5 working days. The response given by the KSHC will be reviewed and you will be sent a full written reply within 20 days.

Stage 2

If you still remain dissatisfied you can ask for a final review of your complaint to be undertaken on behalf of the Council's Chief Executive. You will need to explain in detail why you consider that Brent response has not resolved your complaint.

Your request for a review should be made within eight weeks from the date of this letter and should be addressed to: The Corporate Complaints Service Team, Brent Civic Centre, Engineers Way, HA9 0FJ or email complaints.service@brent.gov.uk.

If I am not happy what can I do next?

If you are dissatisfied with the response received at stage 2, you may approach the Housing Ombudsman. You can do this by asking a 'designated person' (currently any MP or any Brent councillor) to write and refer your complaint to the Housing Ombudsman. You can find a list of your local councillors and MPs on the Council's website www.brent.gov.uk. You can only contact the Housing Ombudsman directly if the designated person writes to tell you they are refusing to refer your complaint, or if eight weeks have passed from the date of this letter. The Housing Ombudsman is at 81 Aldwych, London, WC2B 4HN. Telephone 0300 111 3000; website <http://www.housing-ombudsman.org.uk>; email info@housing-ombudsman.org.uk

You can also get independent advice from:

Brent Community Law Centre Advice Line on 020 8451 1122
Citizens Advice Brent on 08450 505250