We value all types of customer feedback and encourage your comments and suggestions to help us review and improve our services

NORTHAMPTONSHIRE PARTNERSHIP HOMES
Version 4.2 #11/26

Compliments
We encourage compliments as they help let us know when things are going well. They provide positive feedback to employees and boost morale and motivation.

Comments
Your comments and suggestions for improvement will be used for the development and delivery of our services. We will not automatically respond to a comment unless you ask us to.

Complaints
We learn through our interactions with customers and encourage customers to provide feedback and compliments on the services that NPH has provided. However, we also recognise that sometimes things do go wrong, and we need to respond quickly and effectively to put things right.

MP and Councillor enquiries
Customers may ask their local MP or Councillor to approach NPH on their behalf. If NPH are approached in this way, we will take this as confirmation that the customer has given consent for us to share information relating to the issue being asked about. We will then disclose information relevant to the enquiry. Enquiries are responded to in writing within 5 working days.

Our Complaints Process

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.

Who can complain?
We define a complainant as a tenant including shared ownership tenant or leaseholder of a property who has exercised the right to buy, licensee of a traveller's site pitch, tenant of a garage, stakeholder or any person who receives a service from NPH.

Any individual with vulnerabilities or who would like help to make a complaint can have the support of an advocate at any stage of the process. For example, a friend, relative or professional whom they give consent to speak with us on their behalf. However, legal representatives such as solicitors are not accepted by NPH.

Anonymous Complaints
Anonymous complaints will be recorded as a complaint and the issues being raised will be investigated and action taken as appropriate. However, the complainant would need to make themselves known to NPH to receive a formal response.

Acknowledge	Following **receipt** of a complaint it will be **logged, accepted, and acknowledged** within **five working days.**
Stage 1 Resolution	A **Stage 1 complaint** will be investigated and responded to by a Team Leader or Manager. The Team Leader/Manager will do all they can to resolve a complaint and respond to you within **10 working days**. For more complex complaints, the response can be extended for a **further 10 working days** with the customer being kept informed.
Stage 2 Acknowledge	**Requests to escalate to Stage 2** should be made within **28 days** of the Stage 1 response. Any Stage 2 escalation requests will be acknowledged within **5 working days** of **receipt**.
Stage 2 Review	**A Stage 2 complaint** will be reviewed by a Head of Service or Director. They will review the findings of your complaint at **Stage 1.** They will also look at how your complaint was handled. Any issues that have not been addressed or fully investigated already will be considered and you will receive a full response to the complaint **within 20 working days** of the Stage 2 acknowledgment. For more complex complaints, the response can be extended for a **further 20 working days** with the customer being kept informed.

Your rights

When a complainant exhausts the NPH complaints process, if they do not consider the matter to have been satisfactorily resolved, they can refer their complaint to the Housing Ombudsman.

Housing Ombudsman

If you are a tenant of NPH (including shared ownership tenant or leaseholder of a property who has exercised the right to buy, licensee of a traveller's site pitch, or tenant of a garage), the Housing Ombudsman will formally review complaints once they have been through NPH's formal complaints process. But they can be contacted at any time for support and advice below.

Online complaint form: www.housing-ombudsman.org.uk/residents/make-a-complaint/
Phone: 0300 111 3000
Email: info@housing-ombudsman.org.uk
Postal address: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

NORTHAMPTONSHIRE PARTNERSHIP HOMES