



Metropolitan

Complaints, compliments and suggestions



Large print format available

If someone in your household needs this information in large print or as an audio recording please contact our Customer Service Centre on 020 3535 3535.

This leaflet explains how to make a complaint or provide us with a compliment or suggestion.

We're listening

We want to make it easy for you to give us your feedback, particularly if we have made an error or if you have been dissatisfied with the service you have experienced.

We also want to hear from you when you have been particularly satisfied with our service or if you have any ideas or suggestions about how we can improve things.

What we will do with your feedback

Suggestions

We want to hear any ideas on how we can improve our services. We will aim to send you an acknowledgement letter within two working days and a response within 10 working days to advise you if we can implement your suggestion (or if not, why not).

Compliments

We will aim to make sure that any compliments reach the right people and send a thank you letter within two working days.

Complaints

We aim to give an excellent service to our customers. If we get

things wrong, we want learn from this and make improvements. Any individual or group who uses or is affected by our services may make a complaint. You can use the form at the back of this leaflet to make a complaint about us or our contractors.

Wherever possible, we will aim to resolve your complaint at the first point of contact. Some complaints will however be handled in other ways and are therefore excluded from the process. These include:

- a complaint being dealt with or previously dealt with by legal proceedings, or contemplated legal proceedings
- a complaint that has not been raised within three months of the incident occurring
- an employee's complaint about personnel matters including pay, pensions, disciplinary and grievance
- a complaint about a service where Metropolitan has no responsibility (such as local authority nomination procedures)
- a complaint about a decision where a statutory appeal body or tribunal has been established to examine the case (such as the Leasehold Valuation Tribunal)

- a complaint about contract-related issues where an arbitration procedure already exists
- a complaint about the handling of an insurance claim by Metropolitan's insurers.
- anonymous complaints
- complaints about a policy or procedure, or if a policy already has a built-in appeal/review process
- complaints relating to a scheme that is undergoing major improvement or renewal works (whereby alternative communication mechanisms would be in place or there is already an improvement plan in place)
- claims for compensation for property damage or personal injury – as to deal with such



claims as complaints may prejudice our insurance cover. These liability claims must be dealt with by our insurers (or the relevant contractor's insurance if appropriate)

- a complaint that has already been considered and not escalated within 20 working days (unless there is new information).

How you can talk to us

For more information, please contact our Customer Service Centre on 020 3535 3535, email contactus@metropolitan.org.uk or visit our website at www.metropolitan.org.uk

Our complaints procedure

We will try to resolve any concerns about our services at the first point of contact. These will be recorded as 'Resolved on the spot' complaints and used to shape the services we provide.

Any complaints that need further investigation will be referred to the Customer Care Team (CCT).

The complaint process is divided into 3 stages:

Stage 1

We will post you an acknowledgement letter within two working days and a response within 10 working days, if this is not possible we will agree a new response date with you.

You will be given the name of the Officer investigating your complaint.

If you do not believe your complaint has been resolved, you can request a review if the following can be demonstrated:

- The response received at Stage 1 is factually inaccurate (details of the inaccuracies will be required).
- The response received does not address the initial complaint.
- Important information provided in the initial complaint has not been considered.

You will need to specify what action you would like Metropolitan to take to resolve the complaint. Actions should be in line with the broad aims of the organisation and within its policy framework. A dispute regarding an offer of compensation will not be considered reasonable grounds for escalation. Any new complaints or issues not raised during the initial complaint will be dealt with separately and are not grounds for escalation.

Stage 2

Where the complaint is escalated, a senior member of staff will contact you to discuss your complaint and will respond in 10 working days. If this is not possible, they will agree a new date with you.

Stage 3

If you are not satisfied with the senior member of staff's response, you can ask for a meeting or call with the relevant Head of Service/ Director, or to hold an independent review panel to review your complaint.

If you remain unhappy after the final stage of our complaints procedure you can then ask the independent Housing Ombudsman Service to consider your case. Details on how to do this can be found on our website, or by calling our Customer Services Team on 020 3535 3535.

Any member of Customer Services will be happy to talk you through our complaints procedure.

Improving our service

Once your complaint has been closed, we aim to give you a call (or send you a questionnaire) to ask how you feel we dealt with your complaint.

Metropolitan is a leading provider of integrated housing, care and support services.

Customer Service Centre

020 3535 3535

contactus@metropolitan.org.uk

Metropolitan
PO Box 10262
Nottingham NG8 9LE

www.metropolitan.org.uk

Registered office: The Grange, 100 High Street, Southgate, London N14 6PW.

Metropolitan is the brand name for Metropolitan Housing Trust Limited (MHT Ltd) and Clapham Park Homes Limited (CPH Ltd).

MHT Ltd is charitable, registered under the Co-operative and Community Benefit Societies Act 2014, No.16337R and registered with the Homes and Communities Agency, the regulator of social housing, No. LO726. Consumer Credit Licence No. 557055.

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Complaints, compliments and suggestions form

1 Contact details

If you are completing this form on behalf of someone else, please put their contact details in this section. Please provide us with your details in Section 2.

Name:

Address:

Post code

Contact number:

Email address:

2 Are you providing feedback on behalf of someone else?

Please use this section to tell us your contact details and what your relationship is to the person in Section 1.

Name:

Address:

Post code

Contact number:

Email address:

What is your relationship to the person in Section 1?

3 What would you like to tell us? *(Use a separate sheet if necessary)*

Please use this section to tell us what the complaint, compliment or suggestion is about. If you're not happy with our service, what do you think we should do to put things right?

When you have completed this form please return it to:
Customer Service Centre,
Metropolitan, PO Box 10262, Nottingham NG8 9LE



Data Protection Statement

Metropolitan collects personal information from you in order to tailor its services and may use the information provided to shape future service delivery. As a registered data controller, Metropolitan is committed to protecting your data in accordance with the requirements of the Data Protection Act 1998.

The information we collect from you on this form is minimal, but in the process of an investigation we may need to collect other details such as your age, gender, disability, ethnicity, sexual orientation, religion or belief. This information is considered 'sensitive data' under the Data Protection Act 1998 and we will treat it as highly confidential.

In the course of handling and investigating the complaint, we may need to share your information with our partner service providers, associated organisations, agents and relevant authorities. If we do this, we will do so securely and in compliance with the Data Protection Act.

If we use information you give us for monitoring* purposes (as we are required to do by law), then we will ensure that the information is protected.

For further information, read our Privacy Notices, Data Protection Policy and Confidentiality Rules which are available in our offices and online.

I confirm that the information provided in this form is correct, and that I consent to my data being used by Metropolitan as stated in their Notification under the Data Protection Act.

Signed:

Date: / /

**Monitoring: We are required by law to monitor equality and diversity customer profiles, so we may do all we can to ensure that we reasonably provide services free of discrimination. We also want to monitor to ensure we fairly represent the communities we serve and are meeting our Equality and Diversity policy aims.*

