

Complaints

Complaints

Tamar aims to provide high quality services at all times. However, we recognise that sometimes things go wrong or a resident may be unhappy about some aspect of our service.

This leaflet tells you what you can do if you are unhappy with any of the services we provide. It also tells you how to make suggestions to improve our service. A full copy of our complaints policy is available by writing to our offices.

Tamar sees complaints and suggestions as ways to improve our service and to help us to shape how our services are provided.

Who can complain?

Anyone can complain about a service provided by Tamar, although it is normally a resident or service user. If you are unable to make a complaint yourself, you can nominate someone to speak for you, such as a relative.

Suggestions

If you have an idea which you think would improve our service, there are several ways you can let us know. You can contact us at our office, attend a residents' meeting or join the Residents' Group. In any case, we would be pleased to hear what you think.

Informal Complaints

If you are unhappy with a service or decision made by Tamar you should contact the person who has been dealing with you. Tamar tries to resolve most complaints at this informal stage. However, if you are still not satisfied, you can make a formal complaint.

How to complain?

We accept complaints in any format, by phone, e-mail, letter or by visiting our offices. Our contact details are on the back of this leaflet.

How will your complaint be dealt with?

There is an informal stage and two formal stages to our complaints procedure.



Complaint Stage	Informal	Stage 1	Stage 2
Who deals with the complaint	Front line staff	Director	Appeal's Panel

Tamar aims to resolve complaints at the earliest stage possible. In fact, most complaints are resolved at the informal stage by the local staff responsible for the service, such as the Housing Officer. However, if the complaint is not resolved informally, you can make a formal complaint.

Normally, for formal complaints, we would try to visit or phone you to discuss your complaint and how it might be resolved. In any case, at each stage you can expect to get a written response to your complaint which outlines our decision and the reasons for it. You will also be told how to appeal if you are not satisfied with the decision we make.

For stage two, an Appeals Panel will be convened. This is made up of a Board Member, a member of Tamar's Residents' Group and one senior member of staff who has not been previously involved. They will review the case and may ask to talk to the person who has made the complaint.

What will the outcome be?

This will depend on the circumstances of the complaint. Where things have gone wrong we will try to put them right and to apologise for our mistake.

We will also try to learn from complaints, so that the same thing is not repeated. Where we do not agree with your complaint we will tell you and explain why.

What about compensation?

Generally, we will only consider claims for compensation where you have lost financially because of something we have done or not done. Tamar is a non for profit company with charitable objectives, and in most cases we can not make payments for inconvenience. If you think you have lost financially because of a mistake by Tamar, please let us know.

Mediation

In some cases, where a resident and Tamar are unable to agree a way forward, we may involve independent mediators. This will be free to the complainant.

Who else may be able to help?

The Housing Ombudsman Service

The Housing Ombudsman Service was set up by Parliament to deal with complaints against Housing Associations. They are not on the side of the landlord or resident, but form their own views on an impartial basis. You can complain to the Housing Ombudsman about the way your home is managed or the way that Tamar deals with you.

Normally you need to go through Tamar's complaints procedure before contacting the Housing Ombudsman.

You can get a leaflet or make a complaint to the Housing Ombudsman by

Phone 0300 111 3000
E-mail Info@housingombudsman.org.uk

Tamar Housing

Studio 5-11
 Millbay Road
 Plymouth
 PL1 3LF

Phone 01752 250902
info@tamarhs.org
www.tamarhs.org

