

You do not have to fill in this section of the form, but doing so will help us to achieve our aim to treat everyone equally and find ways of doing better. We will keep your answers to this section confidential and will keep them separate from the investigation of your complaint.



Complaints Monitoring

Please tick all that apply

To which of these groups do you consider you belong?

White British	<input type="checkbox"/>	Asian or Asian British Bangladeshi	<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Asian or Asian British Other	<input type="checkbox"/>
White Other	<input type="checkbox"/>	Black or Black British Caribbean	<input type="checkbox"/>
Mixed White & Black Caribbean	<input type="checkbox"/>	Black or Black British African	<input type="checkbox"/>
Mixed White & Black African	<input type="checkbox"/>	Black or Black British Other	<input type="checkbox"/>
Mixed White & Asian	<input type="checkbox"/>	Chinese or Other Ethnic Group Chinese	<input type="checkbox"/>
Mixed Other	<input type="checkbox"/>	Chinese or Other Ethnic Group Other	<input type="checkbox"/>
Asian or Asian British Indian	<input type="checkbox"/>	Gypsy/Romany/Traveller	<input type="checkbox"/>
Asian or Asian British Pakistani	<input type="checkbox"/>	Prefer not to answer	<input type="checkbox"/>

Sexual orientation

Heterosexual / Straight	<input type="checkbox"/>	Gay Man / Homosexual	<input type="checkbox"/>	Gay Woman / Lesbian	<input type="checkbox"/>
Bi-sexual	<input type="checkbox"/>	Transgender	YES <input type="checkbox"/> NO <input type="checkbox"/>	Prefer not to answer	<input type="checkbox"/>

Do you consider yourself to have a disability?

YES <input type="checkbox"/>	NO <input type="checkbox"/>	Prefer not to answer <input type="checkbox"/>
If 'Yes' what is your disability?		
<input type="text"/>		
<input type="text"/>		

What is your religion?

Faith - None	<input type="checkbox"/>	Hindu	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>	Jewish	<input type="checkbox"/>	Prefer not to answer	<input type="checkbox"/>
Christian all denominations	<input type="checkbox"/>	Muslim	<input type="checkbox"/>		

What is your date of birth?



Your Guide to Making a Complaint

CCHA aims to provide a professional and responsive service to all our residents, applicants, service users and agencies with whom we work. Whilst we make every effort to do this, we recognise that there may be times when you feel dissatisfied with the service you have received. If this happens, we would like to know so that we can try to put the matter right.

This guide tells you under what circumstances you can make a complaint to CCHA and how you should go about doing so.

What is a Complaint?

CCHA defines a complaint as **"An expression of dissatisfaction about CCHA's action, lack of action or standards of service, where an initial response has not proven satisfactory"**.

This could include for example:

- A failure to provide a service
- Poor quality of service or a mistake that has been made
- Dissatisfaction with a staff member's behaviour
- Being unfairly discriminated against
- Being charged an inappropriate cost for a service
- Dissatisfaction with a decision or the way that it was made

There are some matters that can't be dealt with within our complaints procedure. Where possible we will refer these matters to a more appropriate person. These could include for example:

- Where 6 months or more has passed from the date the matter occurred
- Complaints by CCHA staff
- Legal action
- Reports of anti-social behaviour

Where to Complain?

There are a number of ways that you can tell us about your complaint. Formal complaints do not have to be in writing.

Over the telephone:

Phone our switchboard 020 8680 7532 **FREEPHONE: 0800 054 6710** and ask to speak to the Complaints Officer.

In writing:

You can write us a letter or fill out this form and return it to:

**The Complaints Officer,
CCHA, 6th Floor, Norfolk House,
Wellesley Road,
Croydon, CR0 1LH**

quoting the freepost reference number **RRXG-YCZY-TJGE** on the front of your envelope.

Via E-mail:

Send your contact details and the details of your complaint to **complaints@ccha.biz**

Via our website:

Visit **www.ccha.biz** and use the 'Give feedback or complain' quick link. Select 'formal complaint' from the drop down box, fill out your name, contact details and the comment box with the details of your complaint. Click submit.





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The Complaint Stages Explained

STAGE 1

When your complaint is received it will be recorded on our register of complaints. We will send you a written acknowledgment within 2 working days of the date we receive the complaint.

The complaint is passed at the first stage to an appropriate manager for investigation. They will look into the matter and provide a written response to you setting out any action or investigation within 10 working days of the date you made your complaint. As part of their investigation they may review available information and speak to any relevant people involved.

If the response you receive resolves the matter for you your complaint will close. If you remain dissatisfied you will need to inform the Complaints Officer within 10 days from the date of the written outcome. Clearly state the reasons why you are dissatisfied and that you wish to escalate your complaint to Stage 2.

STAGE 2

At stage two a Director will investigate the matter again and provide a written response to you setting out any action or investigation within 10 working days of the date you requested your complaint to escalate to stage 2.

If the response you receive resolves the matter for you your complaint will close. Stage 2 represents the final stage in CCHA's Complaints procedure.

What if I am still dissatisfied?

From April 2013 the law changed and now if you are dissatisfied after completing our internal complaints procedure you have the following 2 options to take your complaint further externally:

1. Refer your complaint to a 'Designated Person' this is someone defined by the Localism Act 2011 as:
 - A Local MP
 - A Designated Panel (this is an impartial panel made up of tenants)
 - A Local Councillor

or

2. Wait for eight weeks and then refer your complaint to the Housing Ombudsman Service

Their address is:-

The Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN
Tel: 0300 111 3000

The Outcome of Your Complaint

If your complaint is upheld at any stage, and it is found that CCHA has failed to provide you with a good quality service we will take action to ensure that the matter is put right straightaway. If you have paid money for a service which you have not received you may be entitled to financial compensation under our Compensation policy. Copies of these are available from the Complaints Officer or on the useful documents section of our website.

Advice

If you want to talk to us about anything in this form we would be happy to help you. Please call 020 8680 7532 / Freephone 0800 054 6710 and ask to speak to the Complaints Officer.

If you wish you may use this form to tell us about your complaint. Fill in as much of the form as possible so that we can quickly assess your complaint. If there is not enough space on this form **please continue on a separate sheet of paper.**

To return to us free of charge, use the following freepost code on the front of your envelope. **RRXG-YCZY-TJGE**

Your Complaint - Your Details

Please use
BLOCK CAPITALS

TURN OVER

Name:			
Title: (Mr, Mrs, Ms)			
Address:			
		Postcode:	
E-Mail:			
Telephone: Day:		Evening:	
Mobile:			
1	Please state the nature of your complaint		
2	Have you complained to a staff member?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
3	Who did you contact and when?		
4	What do you think CCHA should do to put things right?		
5	Details of other agencies, family or advocates involved		
Signature			Date

