

How can we help you?

To help you make a complaint, comment, suggestion or compliment we will:

- Provide same gender interviews on request
- Provide a large print, Braille, audio tape or electronic version of this document within 4 weeks of receiving the request
- Talk to you about our services or any documents using interpretation services such as Language Line if you are a non-English speaker.

1. Complaints

You can make a Complaint by completing the form at the back of this booklet, by telephone to the Performance and Service Improvement Team on (01709) 822216, or by email to:

2010-Complaints@2010rotherham.org

We do try very hard to provide quality services for all of our customers but do realise that sometimes things might go wrong.

If you feel that you have received a poor service from us, or from someone providing services on our behalf then please give us the opportunity to try and put things right for you.

To do this we would like you to first contact the department or team that provided the service to discuss your concerns. We will listen to what you are telling us to make sure we understand fully what happened and we will try to put things right. Following our discussions we will, within 10 working days confirm to you what actions we are taking to resolve your concerns.

If you are not happy with this what can you do next?

If you are not happy with how we have tried to resolve your complaint locally you can follow this up through our formal complaints procedure, there are 3 stages to this:

Stage 1 Complaint

Under this part of our complaints procedure we will;

- Acknowledge your complaint within 2 working days and give you the name and job title of the Investigating Officer who will be a manager for the service complained about. We will talk to you to make sure we understand the problem and to find solutions.
- Provide a full response to your complaint within 10 working days. Sometimes we may need longer to fully answer your complaint – if this is the case we will keep you informed and send you our response as soon as possible.
- Tell you what to do next if you are not happy with our stage 1 response. This includes the option to have your complaint re-examined by a manager as a Stage 2 complaint.

Stage 2 Complaint

Under this part of our complaints procedure;

- You must let us know you wish to take your complaint to Stage 2 within 1 month of receiving our reply to your Stage 1 response.
- We will acknowledge your complaint within 2 working days and give you the name and job title of the Investigating Manager who will be outside the service you are complaining about.
- We will provide a full response to your complaint within 20 working days. Sometimes we may need longer to fully answer your complaint – if this is the case we will keep you informed and send you our response as soon as possible.
- We will tell you what to do next if you are not happy with our Stage 2 response. This includes the option to have your complaint re-examined by a Service Manager or Director who will decide if the complaint is to be upheld and presented to the Complaints Appeal Panel.

Stage 3 Complaint

If you still feel that your concerns have been unresolved, you can choose to apply for your case to be examined by a Director to see if it is upheld and referred onto the Complaints Appeal Panel.

The examining Director will look at your complaint case and make one of 3 decisions within 5 days:

- Agree to take a course of action to resolve the complaint, through negotiation with you.
- Take no further action - we cannot uphold your complaint if its nature is a conflict with our governing policies.
- Recommend the case be heard by the Complaints Appeal Panel.

Complaints Appeal Panel

The Complaints Appeal Panel is made up of:

Two 2010 Rotherham Ltd Board Directors
One Councillor from RMBC

If your complaint is referred to the Complaints Appeals Panel when we have received notification from you that you require your complaint to be heard by the Appeals Panel we will arrange for the panel to meet within 20 working days.

You will be given 10 calendar days notice of the date of your hearing and you can bring a colleague, friend or family member for support. You cannot bring a legal representative but if you choose not to be present you can send a representative instead.

Within 10 working days of the Appeals Panel meeting you will be notified of the panel's decision.

Local Government Ombudsman

You may at any stage refer your complaint to the Local Government Ombudsman. However, the ombudsman will usually expect you to have exhausted our complaints procedure.

The Ombudsman's address is:

The Commission for Local Administration in England,
Beverley House,
17 Shipton Road,
YORK, YO30 5FZ

Telephone: (01904) 380200

2. Comments / Suggestions

You can make comments or suggestions about anything that you feel would improve our service. For example we have changed our rent arrears letter because customers felt they were not sensitive to individual needs.

To make a comment or suggestion you will need to complete the form at the back of this guide, or by telephone to the Performance and Service Improvement Team on (01709) 822216, or by email to: **2010-Complaints@2010rotherham.org**

We will acknowledge your comment or suggestion and pass it onto the appropriate officer for consideration. We will provide you with a full response to your comment or suggestion within 10 working days.

If we need further time to consider your comments or suggestions it may take us longer to provide a full response but we will let you know how we are doing and respond as soon as possible. If we are unable to use your comment or suggestion to improve our services we will tell you the reasons why.

3. Compliment

We really work hard to deliver the best services we can for you and it's great to know that we're doing a good job!

Your compliments are used as examples of good service so everyone can learn and follow the example of those doing really well. You can also nominate staff to receive a Quality Award to recognise their commitment and customer care skills.

You can make a Quality Award nomination by visiting our website at **www.2010rotherham.org** or contacting the Performance and Service Improvement Team on telephone number 01709 822216.

You can make a comment or suggestion by completing the form at the back of this guide, by telephone to the Performance and Service Improvement Team on (01709) 822216, or by email to: **2010-Complaints@2010rotherham.org**

We will acknowledge your compliment or suggestion within 2 days and report it to the Performance Committee which meets monthly to look at how well we are performing and improving services for you our customers.

2010 Rotherham Ltd
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Rotherham, S65 1SZ

England, Registration No. 5292646
2010 Rotherham Ltd is a Company owned by
Rotherham Metropolitan Borough Council.