

How to make a complaint



service right - first time



If you'd like this leaflet on 'How to make a complaint' in large print, Braille, audio format, or translated into another language, please contact **0845 601 3390**.

POR Se pretende esta informação em letra grande, Braille, áudio ou traduzida num outro idioma, por favor contacte a Flagship Response pelo **0845 601 3390**. Esta publicação chama-se 'Como apresentar uma reclamação'.

POL Jeśli pragną Państwo otrzymać niniejsze informacje w dużym druku, alfabecie Braille'a, w formacie nagrania audio lub przetłumaczone na inny język, prosimy o kontakt telefoniczny z Flagship Response pod numerem **0845 601 3390**. Ta publikacja jest zatytułowana 'Jak złożyć zażalenie'.

RUS Если вам нужна эта информация крупным шрифтом, шрифтом Брайля, в аудиоформате или в переводе на другой язык, обращайтесь в диспетчерскую службу 'Flagship Response' по тел. **0845 601 3390**. Этот буклет называется 'Как подать жалобу'.

LIT Jei ši informacija reikalinga dideliu šriftu, Brailio raštu, garso įrašū ar išversta į kitą kalbą, prašom skambinti 'Flagship Response' grupei telefonu **0845 601 3390**. Šis leidinys yra vadinamas 'Kaip pateikti skundą'.

SYL আফনার যদি এই তথ্যাবলী বড় হরফ, ব্রেইল, অডিও ফরম্যাট বা অন্য কোন ভাষায় অনুবাদ করা অবস্থায় পাওয়ার দরকার অয়, তবে দয়া করি **0845 601 3390** নম্বরে ফ্ল্যাগশিপ রেসপন্স-কে ফোন করবা। এই প্রকাশনারে কওয়া অয় 'কীভাবে অভিযোগ করবা'।

Our vision at Flagship is to get ‘service right, first time’. This means we make a promise to you to fulfil certain standards to make sure we provide the service you need.

We monitor our performance regularly through our customer groups to ensure that the services we provide are relevant to you as a valued customer.

Sometimes things can go wrong. If this happens we want to apologise and put it right as quickly as we can.

If something has gone wrong with the service you receive from us then please let us know so that together, we can try and resolve it.

You may first wish to discuss it with one of our Customer Representatives. The staff at Flagship Response, our Contact Centre (telephone **0845 601 3390**) will put you in touch with them.

What is a complaint?

Your complaint might be about:

- Our failure to provide you with an adequate service.
- The behaviour of our staff or contractors.
- Our failure to properly follow our policies.
- Your dissatisfaction with our decisions.
- Our failure to respond to your enquiries.

How to make a complaint

You can tell us about your complaint by calling Flagship Response on **0845 601 3390**. Alternatively, talk to your Community Manager or any other member of staff. If you prefer, you can email or write to us with your complaint, although this is not necessary.

When you tell a member of staff about your complaint, we will discuss ways that we can put it right together.

What happens next?

We'll try to resolve your problem straightaway. But sometimes we'll need to look into the problem further or request help from another member of staff. If this is the case, the member of staff will get in touch with you within 24 hours of receipt of your complaint to discuss the problem and action needed to find a solution.

The responsible member of staff will keep you informed about what is happening and aim to resolve your problem within a maximum of 21 days of receipt of your complaint. However, if your complaint is complex, we may have to agree with you a longer period for a resolution and how we will keep you updated on progress.

What happens if I am not happy with the solution to my complaint?

If your complaint is not resolved to your satisfaction you can ask for your complaint to be investigated by a director. The director will either agree a resolution with you or arrange for two other Board Members and any other appropriate members of staff to investigate your complaint with him or her. You will be given a written decision of their findings and proposals to either resolve your problem, fully or in part, or explain why they can't. You will receive this written decision within 21 days of your request for a director to look at your complaint.

What if I am still unhappy?

If our internal complaint procedure does not resolve your complaint to your satisfaction, you could take your complaint to the Housing Ombudsman Service which can be contacted at:

81 Aldwych

London WC2B 4HN

Telephone: 0207 421 3800

Local call: 0845 712 5973

Email: info@housing-ombudsman.org.uk

Web: housing-ombudsman.org.uk

If you have a problem with a care service you receive from us you can also ask for these other bodies to look at your problem:

Norfolk County Council

Adult Social Services/

Children's Services

County Hall

Martineau Lane

Norwich NR1 2DH

Tel: 0844 800 8014

Suffolk County Council

Adult Community Services/

Children's Services

Russell Road

Ipswich IP1 2BX

Tel: 0845 602 3023

Care Quality Commission Eastern

Citygate

Gallowgate

Newcastle upon Tyne

Tel: 03000 616161

To ensure all our customers are fairly treated and have equal access to our services we will ask you to answer our equality questionnaire. All complaints will be monitored so we can learn from our mistakes and make changes to improve our services.

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Flagship
Keswick Hall, Keswick
Norwich, Norfolk NR4 6TJ
T: 01603 255400
F: 01603 255404
E: info@flagship-housing.co.uk
W: flagship-housing.co.uk

An Exempt Charity

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kings' forest

Flagship Kings' Forest
Cedar Lodge
Chiswick Avenue
Mildenhall, Suffolk IP28 7BD
T: 0845 601 3390
F: 01638 582699
E: kfh@flagship-housing.co.uk
W: flagship-housing.co.uk

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peddars way

Flagship Peddars Way
Michael Chaplin House
Station Road, Dereham
Norfolk NR19 1DA
T: 0845 601 3390
F: 01362 656520
E: pwha@flagship-housing.co.uk
W: flagship-housing.co.uk

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suffolk heritage

Flagship Suffolk Heritage
Avocet House, Station Road
Framlingham, Suffolk IP13 9EE
T: 0845 601 3390
F: 01728 727500
E: shha@flagship-housing.co.uk
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