

If you believe that your complaint has not been dealt with adequately, you have the right to contact the Housing Ombudsman Service (HOS). The HOS will consider the complaint immediately where the complaint is referred by the Resident Panel otherwise a period of 8 weeks must elapse before the complaint will be considered by them.

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN
Telephone 0300 111 3000
Fax 020 7831 1942
Email info@housing-ombudsman.org.uk

COMPENSATION

You may feel at some time that we have been negligent in our responsibilities resulting in damage to your personal property or injury to yourself.

Should this be the case, you should write to relevant the Head of Department outlining the details of your claim against us. The matter will be passed to our Insurers, who will investigate and address any compensation, where it is found that we have a legal liability. The matter will also be given due consideration by the Executive Committee via the appropriate Sub Committee.

Every effort will be made to ensure that claims are dealt with as quickly as possible and within timescales set out under the Woolf Report which states that:

- Before issuing proceedings, you or your representatives must write to the Association providing details of the accident, injury and damages.
- The Insurance Company has 21 days to acknowledge the letter of claim from the date of posting the letter
- If there is no response, you can commence proceedings
- The Insurance Company has 90 days from the issue of the acknowledgment letter to accept liability, deny liability or allege contributory negligence.

HOW TO MAKE A COMPLAINT

P.O. Box 31
The Grove
168 Front Street
Chester le Street
County Durham
DH3 3YH

Tel: (0191) 388 1111
Fax: (0191) 388 2838
Email: info@damha.org.uk
www.damha.org.uk

Calls welcome via Text Relay Service

HOW TO COMPLAIN

We aim to provide a responsive service to our residents and other customers. Your comments about our service are always valued as there is no-one better placed to identify the things we can do better than you the customer.

COMMENTS, SUGGESTIONS & COMPLIMENTS

We are very keen to hear any comments, suggestions or even compliments you may have about the services we provide. Such comments can be made:

- In person at the office
- By telephone
- By letter
- By e-mail
- Via our website

MAKING A COMPLAINT

We aim to provide the best possible service to all our residents and customers. We will investigate and respond to all complaints fairly and efficiently.

Please note that the first time you report something, or request a service or information, this is not classed as a complaint.

Our complaints procedure starts to apply after we have made an attempt to resolve the matter. If you are not happy with any aspect of our service at this point, or feel you have been treated unfairly then the following procedure applies.

You may appoint a representative to act on your behalf throughout the complaints process.

A copy of our complaints policy is available on request.

For this or any further information please contact Head Office on 0191 388 1111.

STAGE 1

- Your complaint will be dealt with by the most appropriate Head of Department who will investigate the complaint fully and may contact you for further details.
- Where the complaint is against an individual member of staff, that person will not be involved in the investigation.
- A full written response will be sent to you within 10 working days. Where further investigation is required which means it will exceed 10 working days you will be notified in writing.

STAGE 2

- If you remain dissatisfied, you may ask for the complaint to be considered as a formal Stage 2 giving the reasons why the decision of stage 1 is unacceptable.
- This takes the form of an appeal to the Chairman of the Association, who will arrange for an Appeals Panel comprising of 3 Executive Committee Members, to consider the complaint. A hearing will be arranged within 15 working days from receipt of your request to appeal. You and / or your representative will be invited to attend.
- You will be advised in writing of the findings of the Appeal Panel within 5 working days of the hearing

STAGE 3

- If you remain dissatisfied, you will be able to ask for the complaint to be considered as a formal Stage 3, giving the reasons why the decision of stage 2 is unacceptable.
- This will be considered by the Residents Panel, comprising of 3 members of the Scrutiny Panel, which forms the 'Democratic Filter'. A hearing will be arranged within 15 working days from receipt of the request to appeal. You and/or your representative will be invited to attend.
- The Resident Panel may refer your complaint to the Housing Ombudsman Service, where appropriate.
- You will be advised of the findings of the Residents Panel in writing within 5 working days of the hearing.