

Making a comment, compliment or complaint

Putting things right



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This leaflet tells you how to comment, compliment or complain about our services. It explains what to do and how we can help.
This is one of a number of leaflets we produce for our customers.

At Riverside, we are committed to providing excellent service to all our customers. We value diversity and do everything we can to make our services available to as many people as possible. This commitment to equality is at the heart of everything we do.

Our commitment

At Riverside, our customers are at the heart of what we do and we are committed to delivering a high quality service.

We aim to be open and honest about what we do, provide information quickly and do our best to help anyone who contacts us.

Our standards

When we are dealing with your complaints, comments or compliments, we promise we will:

- take your complaint seriously
- keep you informed at all stages and you can choose how you want us to contact you
- try and sort your complaint out as quickly and effectively as possible
- provide you with help to fill in forms, if you need it
- provide you with a clear explanation of how the complaint will be dealt with
- keep to the timetable
- treat you with respect and keep any information you give us confidential
- make sure that you can easily get to and get into the building where any tenant panel will be held.

We value your feedback

How do I contact you?

You can tell us what you think by:

- completing the form in this leaflet, posting it to the address on the form or handing it to a member of our team
- emailing us: **info@riverside.org.uk**
- going to our website and filling in the online form on the contact us page
- talking to a member of our team
- telephoning **0345 111 0000**
- contacting us on Facebook and Twitter
- live chat on the website and My Riverside App.

When contacting us on Facebook or Twitter, please make it clear in your social media post that you wish to make a complaint. For your safety and security, please do not publish any personal or account information within a social media post. If you make a complaint via social media, our Team may contact you via direct message or respond to a direct message you have sent. When doing so, we may ask for personal information such as your name and contact details to assist us in identifying you. We do this to ensure that we are able to direct further communication through a secure channel, managed by Riverside. If you are contacting us via direct message, please refrain from providing personal data until one of our team has requested this. Please note that we will never ask you to provide any more personal data than is required or ask you to provide copies of documents containing personal data via our social medial channels.

Making a comment or compliment

It's good to hear when we do something right. We can share what we've learnt around Riverside.

Your views help shape the way we work – we need your ideas about things you think we could improve.

When you contact us with your comments and compliments we will let you know what we've done as a result of what you've told us.

If your compliment is about a person, it will be passed on to their line manager.

Making a complaint

By telling us what's gone wrong, we can help put things right for you. Your feedback will help us improve our service to you.

Our complaint process has two stages. You need to let us know within six months of the problem occurring when making a complaint.

First, contact us with your complaint. You can find out how to do this on page 5.

Let us know who you are, we want to work with you to find a solution and we won't be able to do this if you report anonymously.

This procedure does not apply to any concerns or issues involved in legal action.

A complaint will not be accepted if it has already been dealt with in line with our complaints procedure and an outcome has been provided.

Any complaint relating to inappropriate conduct by our staff will be handled in line with our Human Resource policy and not through our complaints process.

Complaints pursued in an unreasonable manner will be dealt with in line with our Unacceptable Behaviour procedure.

You can find our policy on our website: www.riverside.org.uk/customer-feedback

Complaints stage one – frontline resolution

Your complaint will be allocated to a trained member of our team who will support you along the complaints process.

Our frontline colleagues have the specialist knowledge needed to resolve complaints quickly and effectively. A response may therefore be provided directly to you by any of our staff, including our maintenance and repairs teams – Evolve Facility Services or Riverside Direct.

We will contact you by the end of the next working day to resolve or agree with you what will happen next. A written acknowledgment outlining next steps will be sent within two working days of receipt of your complaint. We will aim to respond and put complaints right within **five working days**. However, we understand that all complaints are different and we will always agree any new timescales to respond. This should not exceed **10 days** without good reason.

We will always send a written confirmation by email or letter to confirm your complaint response.

If your complaint is too complicated to solve in stage one, or if a course of action cannot be agreed, it will go to stage two.

Once your complaint has been closed at stage one you have **30 days** to come back to us and say you're unhappy about what we've done. If 30 days have already passed, it will be treated as a new complaint.

Complaints stage two – review

If you're unhappy with the resolution provided at stage one, you can contact us to ask us to escalate your complaint for review. This is referred to as a **Review-Stage Two complaint**. At this point, you can let us know why you feel the issue is unresolved and what you think should have been done to resolve it. We will aim to send out a written acknowledgment of your complaint within **two working days** from your receipt of your complaint. Further investigation and review will take place and we aim to do this and provide a final resolution within **10 days**. In exceptional circumstances only, the senior manager conducting the review will contact you in order to agree an extension.

Who else can help?

If your complaint is not resolved by us you can take your complaint to a designated person.

This could be an MP, your local councillor or a recognised tenant panel.

They can:

- work with both sides to find a solution
- say if they think the solution we offered you was reasonable
- refer your complaint to the Housing Ombudsman Service if they think they are not able to offer a solution or uphold our solution.

You can find more information about designated persons by visiting **www.housing-ombudsman.org.uk**

If you would like the complaints panel to consider your complaint you can contact them by email **complaintspanel@riverside.org.uk**

Or by phoning the Customer Service Centre on **0345 111 0000**

Housing Ombudsman Service

You can now refer your complaint directly to the Housing Ombudsman Service.

They will work to resolve your complaint in a number of ways.

This could include:

- offering assistance and support to resolve the complaint between us, fairly and quickly
- suggesting possible ways for your complaint to be resolved, even if our complaints procedure has finished
- carrying out an investigation if they decide there is enough evidence to do this, for example if the case is complicated with lots of issues.
- assist you during the complaints process.

There are some complaints that the Ombudsman may not be able to consider. You can contact the Ombudsman to see if your complaint is within their jurisdiction.

You can contact the Ombudsman by:

Writing to them at:

**Housing Ombudsman Service,
PO Box 152, Liverpool L33 7WQ**

Telephone:

0300 111 3000

Email:

info@housing-ombudsman.org.uk

For more information, visit:

www.housing-ombudsman.org.uk

Getting independent help

You can ask someone else to act on your behalf. As long as we have your permission we can discuss and resolve your complaint with them.

Any questions?

If you have any questions, or need more information, please contact us so we can help you. You can find out how to contact us at the back of this leaflet or on page 5.

Please note: there are some things our complaints process can't help you with, such as Government policy.



Accessing everything you need is easy



www.riverside.org.uk



Access services anytime, anywhere,
from any device. Log in or register for
My Riverside at **my.riverside.org.uk**



@RiversideUK



Search for '**RiversideGroup**'



We are happy to accept **Relay UK** calls

The Riverside Group Limited

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