

Your guide to making a complaint



If you have a complaint about a service you have received from us, we want to know so we can put things right.





Your complaint is important to us. We want to put things right and avoid it happening again.

Who can complain?



- Tenants, Shared Owners and Leaseholders
- Anyone who occupies premises owned or managed by us
- Waiting or transfer list applicants
- Service users who receive support services

We want to know what you think and we want to improve our services.

Making a complaint will not affect your future relationship with us.

How to make a complaint

You can make a complaint by:

- Ringing us - **0300 123 1567**
- Writing to us – see our complaints form attached
- E-mailing us – **radiandirect@radian.co.uk**
- Visiting us – at our Eastleigh, Langley, Petersfield or Windsor offices
- Via our website – **www.radian.co.uk**
- Telling a member of staff

When you make your complaint, please tell us the facts and say what you want us to do to solve the problem.



How we will deal with your complaint

We aim to deal with your complaint quickly, thoroughly and fairly.

- The officer investigating your complaint will contact you within 2 working days to discuss it.
- We aim to find a resolution as quickly as possible and during the investigation process the officer will contact you regularly and keep you updated.
- Every time the officer speaks with you, they will agree with you when they will contact you again.
- We will explain our decisions.
- We will apologise if we have made a mistake.
- We will aim to find a satisfactory resolution as quickly as possible.
- We will contact you once all agreed actions have been completed to ensure you are satisfied that the matter is resolved.
- We will send you written confirmation of the resolution if required.
- Your views are important to us. We will ask you to complete a short survey once your complaint is resolved to find out how satisfied you were with the process.
- We keep a record of the complaints we receive and regularly review lessons learnt.

What our formal complaints procedure covers

A complaint is where you tell us you are unhappy:

- with the level of service we have provided
- about the attitude or behaviour of members of our staff or contractors
- with a decision we have made, or
- if you think a decision was not made according to the relevant policy.

What our formal complaints procedure does not cover

- Concerns about what services we provide.
- Complaints relating to anti-social behaviour are dealt with separately under the specific policy we have for this.
- Complaints about a policy or procedure.
- We may not deal with a complaint if it is unreasonable.
- We may also deal with your complaint differently from the normal complaints procedure if a senior manager decides to do so. We will explain the reasons why.
- We will normally only deal with complaints that are made within 6 months of the issue being complained about.

The two stages of our formal complaints procedure

Stage 1

The officer investigating your complaint will telephone you within 2 working days to discuss the issue. They will look into the problem and do everything they can to resolve it for you as quickly as possible. During the investigation the officer will keep you fully informed of what action they are taking. Once the complaint has been resolved, in most cases the officer will send you confirmation of the actions they have taken in writing.

If you are not satisfied with the resolution at stage 1 please contact the officer to explain why you feel this is the case. If there is no more that the officer at **stage 1** can do to resolve the issue, your complaint will be escalated to **stage 2**. You must tell us within 10 working days if you wish to escalate your complaint.

Complaints form

Your name:

Your address and postcode:

Your phone number:

Your email address:

Which of the following applies to you?

Rented

Shared Owner

Supported housing

Leaseholder

Applicant

Other

Tick here if you would like help in making your complaint

Please include your telephone number on this form so that a member of our Customer Services team can contact you.

Please explain the facts of your complaint.



What do you think we should do to put things right?



Light blue rounded rectangular input fields for providing suggestions.

Have you spoken to a member of staff about your complaint?

Yes No

If yes, please tell us what they did about your complaint.

Light blue rounded rectangular input fields for providing details of staff actions.

**We will contact you by telephone to discuss your complaint.
Please provide us with the most suitable telephone number(s)
for us to do this.**

Light blue rounded rectangular input field for providing a telephone number.

Signature:

Date:

Light blue rounded rectangular input field for a signature.

Light blue rounded rectangular input field for a date.

Business Reply
Licence Number
RLXS-KESL-ZGGY

Quality Assurance Team
Radian
Collins House
Bishopstoke Road
Eastleigh
Hampshire
SO50 6AD





Collins House
Bishopstoke Road
Eastleigh
Hants SO50 6AD
Email: radiandirect@radian.co.uk
www.radian.co.uk
Radian Direct Tel: 0300 123 1567

Stage 2

A review meeting will be set up. This will involve a manager and two area panel members. You will also be encouraged to attend. It is hoped a resolution can be found at this meeting and this can be presented to you. If more time is needed to consider the complaint, the decision will be provided to you in writing within 5 working days.

This marks the end of our complaints procedure, but if you feel the complaint has still not been resolved you can take your complaint to a 'designated person'.

Designated persons & Ombudsman

The Government have introduced the use of 'designated persons' from 1 April 2013 with an aim of resolving complaints locally. A designated person is an MP, local councillor or tenant panel. A group of Radian residents are currently looking at setting up a panel for this purpose and details of this panel will be available soon.

If a designated person does not resolve your complaint, they may choose to refer you to the Housing Ombudsman. Alternatively, if you wish to go direct to the Ombudsman after going through our internal procedure, you can do so, but must wait 8 weeks.

The details of the Housing Ombudsman are:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Tel: 0300 111 3000

Web: www.housing-ombudsman.org.uk

If you decide to take legal action while we are investigating your complaint, we will stop investigating your concerns through our complaints procedure and will deal with the legal action separately.

This document is our complaint guide. If you would like this in another format including documents translated, please contact us. We use Language Line for telephone translations.

এই দলিলাটি হচ্ছে আমাদের অভিযোগ নির্দেশিকা (Complaints Guide)। আপনি যদি এই বা অন্য দলিলগুলির অনুবাদ চান তাহলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন। টেলিফোন অনুবাদের জন্য আমরা ল্যান্সুয়েজ লাইন (Language Line) ব্যবহার করি।

此文件為我們的投訴指南 (Complaints Guide)。如果您想得到此文件或其他文件的譯文，請與我們聯系。我們也使用語言專線 (Language Line) 提供電話翻譯服務。

این متن راهنمای شکایات (Complaints Guide) ما می باشد. اگر می خواهید این یا هر متن دیگری برای شما ترجمه شود، لطفاً با ما تماس بگیرید. ما برای ترجمه های تلفنی از لنگویج لاین (Language Line) استفاده می کنیم.

આ દસ્તાવેજને આપણી ફરિયાદ માર્ગદર્શિકા (Complaints Guide) કહેવામાં આવે છે. જો તમને આ કે અન્ય દસ્તાવેજોનું અનુવાદ કરાવવું હોય, તો અમારો સંપર્ક કરવા વિનંતી. અમે ટેલિફોન અનુવાદ માટે ભાષા લાઇન (Language Line) ઉપયોગ કરીએ છીએ.

यह दस्तावेज़ शिकायतों (Complaints Guide) के बारे में हमारी गाईड है। आप यदि इस या किसी भी अन्य दस्तावेज़ों का अनुवाद कराना चाहते हैं तो कृपया हमें संपर्क करें। हम टेलिफोन अनुवादों के लिए लैंग्वेज लाइन (Language Line) का उपयोग करते हैं।

Ten dokument dotyczy procedury i zasad składania u nas reklamacji (Complaints Guide). Jeżeli chcieliby Państwo uzyskać tłumaczenie tego lub innych dokumentów, uprzejmie prosimy o kontakt. Korzystamy także z usługi tłumaczeń telefonicznych Language Line.

ਇਹ ਦਸਤਾਵੇਜ਼ ਸਾਡੀ ਸ਼ਿਕਾਇਤਾਂ ਸਬੰਧੀ ਗਾਈਡ (Complaints Guide) ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਂ ਹੋਰਨਾਂ ਦਸਤਾਵੇਜ਼ਾਂ ਨੂੰ ਅਨੁਵਾਦ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਅਸੀਂ ਟੈਲੀਫੋਨ ਅਨੁਵਾਦਾਂ ਲਈ ਲੈਂਗੁਏਜ ਲਾਈਨ (Language Line) ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹਾਂ।

Dukumeentigani waa hagahayaga cabashooyinka (Complaints Guide). Haddii aad jeclaan lahayd in dukumeentigaan ama kuwo kale turjumaad laguugu sameeyo, fadlan nala soo xidhiidh. Waxaanu turjumaadaha telefoonka u isticmaalaa Language Line.

یہ دستاویز شکایات سے متعلقہ ہمارا رہنما کتابچہ (Complaints Guide) ہے۔ اگر آپ اس یا دیگر دستاویزات کا ترجمہ چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔ ہم ٹیلیفون ترجموں کے لئے لینگویج لائن (Language Line) کا استعمال کرتے ہیں

Dieses Dokument ist unsere Beschwerde-Anleitung (Complaints Guide). Wenn Sie eine Übersetzung dieses Dokuments oder anderer Dokumente wünschen, wenden Sie sich bitte an uns. Wir verwenden Language Line zum Telefondolmetschen.

Bu belge, şikayet rehberimizdir (Complaints Guide). Bu belgenin ya da diğer belgelerin tercüme edilmesini istiyorsanız, lütfen bizimle irtibata geçiniz. Telefon görüşmelerinin tercümesi için Dil Hattını (Language Line) kullanıyoruz.

هذه الوثيقة عبارة عن دليلينا لتقديم الشكاوي (Complaints Guide). إذا كنت تريد ترجمة هذه الوثيقة أو غيرها من الوثائق، فرجاءً اتصل بنا. لدينا خط اللغة (Language Line) لعمليات الترجمة الهاتفية.

Radian, Collins House,
Bishopstoke Road,
Eastleigh, SO50 6AD
www.radian.co.uk

Please let us know if you would like this in another format including large print.

Radian Direct Tel: 0300 123 1567