

Have you taken any action so far or complained to anyone else?  
If so, please give details here and tell us what happened.

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Please sign and return this form to:

Mariner House, Galleon Boulevard, Crossways, Dartford, Kent, DA2 6QE

Signature

Date

### What happens next?

We will send you an acknowledgement within three working days of receiving this form, tell you who is looking into your complaint and send you a reply within the set time.

### Treating everyone fairly

By answering the following questions you will help us to make sure we give a good and fair service to all the people in our communities. This information is strictly confidential and will be used for monitoring purposes only. If you do not answer the questions below, it will not affect the management of your complaint.

Are you:  Male  Female

Do you consider yourself to have a disability?  Yes  No  Don't know

What age group do you belong to?

under 18       18 to 24       25 to 34       35 to 44   
45 to 54       55 to 64       65 to 74       75+

Ethnic origin, please tick the box that applies to you:

- |   |   |
|---|---|
| <input type="checkbox"/> White: British                   | <input type="checkbox"/> Mixed: white and black Caribbean |
| <input type="checkbox"/> White: Irish                     | <input type="checkbox"/> Mixed: white and black African   |
| <input type="checkbox"/> White: other                     | <input type="checkbox"/> Mixed: white and Asian           |
| <input type="checkbox"/> Asian/Asian British: Indian      | <input type="checkbox"/> Mixed: other                     |
| <input type="checkbox"/> Asian/Asian British: Pakistani   | <input type="checkbox"/> Black/Black British: Caribbean   |
| <input type="checkbox"/> Asian/Asian British: Bangladeshi | <input type="checkbox"/> Black/Black British: African     |
| <input type="checkbox"/> Asian/Asian British: other       | <input type="checkbox"/> Black/Black British: other       |
| <input type="checkbox"/> South-east Asian                 | <input type="checkbox"/> Other ethnic group               |
| <input type="checkbox"/> Prefer not to answer             |   |



# Complaints, compliments and comments

We welcome your comments and complaints as they help us to improve our services for everyone. Your feedback is very important to us. We want to know what you think about us, our services and the way we deliver them.

## Complaints

We aim to provide the best possible service to all our residents and customers. There may be times, however, when you feel we have let you down and you wish to complain.

This leaflet explains how our complaints procedure works, who you should contact and what you can expect. Our most important aim is to sort out your complaint quickly and fairly.

## What is a complaint?

A complaint is a statement that confirms you are not happy with our services and could include:

- The attitude or behaviour of one or more of our staff
- The length of time taken to respond to a request for a service or information
- Failure to communicate our decisions effectively
- Any form of discrimination that has affected you
- The quality of service provided.

We have policies and procedures that set out the level of service you can expect for all areas of work such as repairs and responding to letters and phone calls.

These policies and procedures can be viewed on our website, at [www.moat.co.uk](http://www.moat.co.uk), or copies can be obtained by calling the customer service centre.

We also have certain legal obligations. If we do not act in line

with our policies or legal duties, you have a reason to complain.

## What is not covered by the complaints procedure?

When you first report a repair or ask for a service or for information, we do not treat this as a complaint.

Our complaints procedure starts to apply if you are not happy with our efforts after we have given you our first response or made the first attempt to deal with the matter

If you are unhappy with Moat's policy or the legal framework under which we operate, we cannot treat this as a complaint, but we are still interested in hearing your views.

## Anti-social behaviour

We have special procedures for reporting neighbour nuisance or anti-social behaviour. If you are a resident having difficulty with this, please call our customer service centre.

Our staff are responsible for telling you about your rights to make a complaint and you should always do so if you believe you have reason to complain.

## Who can complain?

Anyone using or receiving our services can make a complaint. This includes residents, leaseholders or anyone who pays us a service charge or estate charge. It also includes people who have applied to us for housing, support or another service.

## How do I complain?

We will try to resolve complaints informally on the day they are raised, or within three days if we can. There is then a three stage formal process and we will do our best to resolve complaints at the first stage. It is important that you follow each stage in turn so that we can make sure we treat your complaint fairly.

At any time during the process, you are entitled to use the help of a representative. This may be a family member, friend or advocate, such as a Citizens Advice Bureau representative or support worker. Moat do not permit attendance from legal advisors such as solicitors. Your representative may help you and come to meetings with you.

## Stage one

You can make a complaint at this stage by:

- Phoning our customer service centre on 0845 600 1006
- In person when speaking to any member of staff
- Writing to us at Moat, Mariner House, Galleon Boulevard, Crossways, Dartford, Kent, DA2 6QE
- Emailing us at [complaint@moat.co.uk](mailto:complaint@moat.co.uk)
- By visiting any of our offices
- Completing and returning the complaint record form attached, which can be downloaded from our website at [www.moat.co.uk](http://www.moat.co.uk).

This information is available in large text or on audio tape on request. It is also available in electronic format (.pdf). We offer Language Line services if your first language is not English. If you require any of these services, please let us know.

# Complaint Compliment Comment

Please tick the box that applies

## Moat

Mariner House  
Galleon Boulevard  
Crossways  
Dartford  
Kent  
DA2 6QE

## Customer service centre

Tel. 0845 600 1006  
Email [complaint@moat.co.uk](mailto:complaint@moat.co.uk)

Calls from textphone users via  
typetalk are welcome.

This form can be downloaded  
from our website.

[www.moat.co.uk](http://www.moat.co.uk)

We will acknowledge your complaint within **three working days** and pass it to the relevant service department who will carry out an investigation. You should receive a response within **ten working days**. If our investigation takes longer, we will write to you and explain why. We will do everything we can to resolve your complaint at this stage.

### Stage two

If there is any area we have failed to resolve in our response to your initial complaint, please contact us again.

At this stage your complaint is the responsibility of the director of service. The director of service will investigate and endeavour to resolve the matter with you. You should receive a response within **ten working days**.

### Stage three

If you are still not happy, you may choose to appeal to a complaints panel. This means that a panel of two board members and an executive director will consider your complaint. You will be informed of the date of the hearing within **five working days** of the request for a stage three hearing. The panel hearing will take place within **20 working days** of receiving your full request and you will be invited to attend to explain your complaint in person. If you wish to attend the meeting, you have the right to bring someone to represent you. We will consider requests to reimburse costs of travel and childcare.

The complaints panel will inform you of its final decision in writing within **five working days** of the meeting.

## Independent Housing Ombudsman

If you are still not happy with the response following stages one, two and three, you may contact the Housing Ombudsman Service.

The Housing Ombudsman is an organisation to which Moat subscribes to enable residents to check that we have acted fairly and reasonably.

The Housing Ombudsman will only consider complaints once all three stages in this policy have been completed. The Housing Ombudsman will notify you directly of their findings.

Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN

Telephone: 020 7421 3800  
Fax: 020 7831 1942  
Lo-call: 0845 712 5973  
Minicom: 020 7404 7092

## Compliments and comments

We are interested to hear any comments or compliments on our service.

Your compliments highlight areas of good practice and acknowledge the hard work of our staff. If you want to tell us something about our services, please contact the person who delivers the service or use the form attached, which is also available on our website.

Name

Address

Postcode

Telephone numbers:

Home

Work

Mobile

Email address

Please give full details, including names and dates, if appropriate. Please also let us know if you have any special needs (e.g. an interpreter, induction loop, home visit).

If this is a complaint please answer the following questions:

How can we resolve it for you?