

COMPLAINT FORM



Cotman House
Bowthorpe Hall
Bowthorpe Hall Road
Norwich NR5 9AD

Tel: 01603 731699
Fax: 01603 731698

All complaints will be dealt with confidentially.

Name(s)

Address

.....

..... Postcode

Tel No. Daytime Evening

- If any help is required in completing this form please do not hesitate to ask a member of staff for assistance.

Details of Complaint:

.....

.....

.....

.....

How do you feel this complaint could be best resolved?

.....

.....

Signed: Date:

FOR OFFICE USE ONLY		
Ref No:	Rev'd by:	Passed to:
Date Rec'd:	Referred to:	Acknowledged:
Action taken:		

PTO

Equal Opportunities

If you prefer not to answer this question, it will not affect how your complaint or compensation claim is dealt with. We want to make sure **that everyone is treated fairly and equally, whatever their race, colour, or ethnic origin.**

To help us do this, and for that reason only, please answer the following by ticking one box in each column.

I would describe my ethnic origin as:

White

British Irish Other

Mixed

White & Black Caribbean White & Black African
 White & Asian Other

Asian or Asian British

Indian Pakistani Bangladeshi Other

Black or Black British

Caribbean African Other

Chinese or other ethnic group

Chinese Other

Refused

I would describe my partner's ethnic origin as:

White

British Irish Other

Mixed

White & Black Caribbean White & Black African
 White & Asian Other

Asian or Asian British

Indian Pakistani Bangladeshi Other

Black or Black British

Caribbean African Other

Chinese or other ethnic group

Chinese Other

Refused



Complaints

Cotman is committed to providing quality services, however it realises that residents and others affected by the services may occasionally have cause to be dissatisfied. The Association has therefore designed a complaints system which is open to anybody who receives or is affected by the services provided.

How do I make a complaint about the service I have received from Cotman?

We would request that in the first instance that you discuss your complaint with a member of staff, then if the complaint is not resolved you are able to make a formal complaint following the procedure below:

1st Stage

If a complaint is not resolved by discussions with staff or if you do not wish to discuss it with them, you can make a complaint about any aspect of our service delivery by:

- Putting it in writing
- Filling in a complaints form available from our office or on our website at <http://www.cotman-housing.org.uk/English/FAQs/Complaints.aspx>
- Emailing cotmancustomerfeedback@placesforpeople.co.uk.
- Telephoning the Customer Contact Centre 0800 028 4240 or 01772 667075 who will alert us by emailing the Cotman Customer Feedback mailbox.
- Face to face with a member of staff.

Within two working days of receiving a complaint form, the Association's Complaints Officer will write to you stating who will be dealing with the complaint and the date a response can be expected.

The Association's aim is to respond to all complaints within 10 working days from the date the form is received.

If you are still dissatisfied following this stage you will be advised to appeal using a standard form available from Cotman's office.

2nd Stage

The Association aims to resolve complaints at first stage wherever possible. However, if a customer is unhappy with the response, they have the right to request that their case is heard by an Appeal Panel.

This stage provides the opportunity for a complaint to be considered either by written submission or by personal representation. The Appeal Panel will normally consist of three people, of whom one will always be a Cotman Board Member and one of whom will be a trained member of either the Cotman Customer Body or the Cotman Scrutiny Panel. The third person will either be a second Cotman Board Member or a second trained customer. Only Board Members or customers who have received formal training in Complaints Handling will be invited to sit on Appeals Hearings.

Within 2 working days of receiving the appeal form, the Association's Complaints Officer will write and confirm the form has been received.

A date for the Appeal Panel must be set within thirty working days of receipt of the Appeal being received. The customer will be invited to attend along with a friend or representative if desired, and to present their case.

The Association will write and confirm the Appeal Panel's decision within 5 working days of the date of the meeting.

If you are still dissatisfied the Association may:-

- Refer the matter to an independent mediator or arbitrator
- Advise you to contact the Housing Ombudsman Service
- If the Association fails to deal with a complaint in accordance with procedures you may be entitled to compensation.

Should you require any further information please contact the Association on 01603 731699.