

---

# Complaints, Comments and Compliments

North Star welcomes complaints, comments and compliments. We value this feedback because without it, we would not be able to learn from when things have gone wrong and also when things go right.

## Our Commitment to You

A complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

We welcome all complaints and view them as an opportunity to learn.

We will ensure complaints are handled quickly and efficiently and making any improvements and changes when required.

We will make it easy for you to make a complaint and support you while it is resolved.

You can contact the Housing Ombudsman for advice and information at any point during the complaints process. We will provide you with contact details for the Housing Ombudsman in all of our correspondence with you.

## How can I make a comment or complaint?

Any individual or group who receives services from North Star, or who is affected by our services can make a comment or complaint.

We want to make it as easy as possible for customers to comment or make a complaint about our services and we will accept them in any of the following ways:

- In person
- In writing
- Through our online service “My North Star”
- By telephone
- By email to [customer.services@northstarhg.co.uk](mailto:customer.services@northstarhg.co.uk)
- Via our website at [www.northstarhg.co.uk](http://www.northstarhg.co.uk) in the “Complaints” section
- Through another person, perhaps an advocate, social worker, solicitor, etc.
- Through comments made on surveys
- Through comments on social media such as Facebook, Twitter, etc

We will also support individual’s needs and meet them through type talk, Braille, interpreters or translation to assist making a complaint if required.

---

## Exclusions

There may be circumstances when the complaint cannot be investigated by North Star. These are:

- When the service failure or incident occurred over six months from the complaint being made, unless it is a safeguarding or health and safety issue.
- When repeated complaints are made about the same or related matters that we have already addressed.
- Where legal action is being taken against North Star related to the complaint. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.

## What happens if you make a complaint?

We will register it at Stage One of our process and we will contact you to listen to you and understand what has gone wrong.

We will acknowledge your complaint within two working days and will assign it to a manager who will carry out an investigation.

We will respond to you in full within 10 working days of receiving your complaint. We will keep you updated if there are any delays with our response.

If you are not satisfied with our response or the issue has not been resolved, we will escalate it to stage two of our process.

At this stage a senior manager (Head of Service or Director) will review your complaint and how it has been handled. They will contact you to discuss further and will respond to you within 10 working days.

If you are still not satisfied with the outcome of this stage, your next option is for your complaint to be reviewed by a Designated Person and/or the Housing Ombudsman Service. We will provide you with more details on these options in our correspondence to you.

## The Designated Person and the Housing Ombudsman

If after receiving the final response from the Stage 2 complaint review, you are still dissatisfied with how the complaint has been dealt with, you have to wait 8 weeks following the closure of your Stage 2 complaint before going directly to the Housing Ombudsman. However within this period you have the right to take the complaint to a “designated person” recognised by the Housing Ombudsman.

A designated person can be either a Member of Parliament (MP), your local Councillor or a local tenant's panel. We can help you with the contact details for the designated persons on request.

The designated person's role is to assist in resolving tenant complaints, providing a fresh, impartial and independent perspective on problems. They do not have the powers to overrule the landlord's policies and procedures. After considering the complaint they can, with the consent of the complainant, refer the complaint to the Housing Ombudsman if still unresolved.

After the 8 week period from closure of the Stage 2 complaint, you can take your complaint directly to the Housing Ombudsman but it must be received within 12 months from your Stage 2 Complaint being closed.

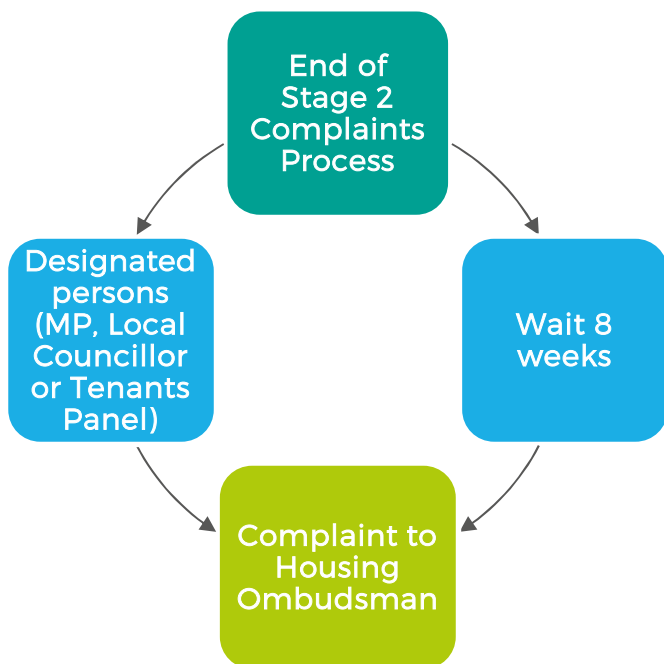
The Housing Ombudsman can be contacted at:

The Housing Ombudsman  
PO Box 152  
Liverpool L33 7WQ

Or through their website on [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

You can also contact the Housing Ombudsman at any point of the complaints process if you require advice with your complaint.

#### Map of Housing Ombudsman process



---

## What you can expect from us?

We will explain the outcome of our investigation into your complaint.

We will apologise if we have got things wrong and we will put it right.

We will advise you on what you can do next if we have not resolved your complaint.

## Comments and Compliments

We welcome feedback from customers and use this to make improvements and efficiencies in our services. Comments and compliments can be made using the same method as complaints. We will pass on compliments to the individual officers or teams and use this information to highlight good practice in the organisation. We will report service improvements made following comments and compliments through our “You said, we did” feature in the Newsletters and on social media.

If you would like any further information on Complaints, Comments and Compliments please contact the Business Improvement team on Tel: 03000 11 00 11.