

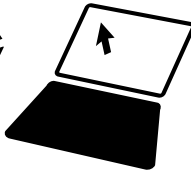
Getting it right

Compliment

Complaint

Feedback

Let us know



Cobalt
Housing

Getting it right

We aim to deliver excellent standards of service. You can help us to do this by letting us know your views.

How to report a complaint, compliment or give feedback

You can report a complaint to any member of staff in any way that suits you.

 Telephone	0151 633 8000
 In writing	199 Lower House Lane, Liverpool, L11 2SF
 Email	info@cobalthousing.org.uk
 Website	www.cobalthousing.org.uk
In person	You can visit our reception on Lower House Lane.
Using form at the back of this leaflet	Fill in the details, fold, seal and return it FREE of charge using the freepost address on the back.
Through an authorised 3rd party	You don't have to contact us if you prefer not to, you can ask a friend/family to help you. We may need to gain your permission to speak to them first.

What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the organisation's actions, lack of action, or about the standard of a service.

Let us know when you are not happy with a service so that we can continuously improve and ensure it doesn't happen again.

Target for complaints

Complaint stage	Target for acknowledgement	Target for closure	Investigating officer
Stage 1	3 working days	10 working days	Any member of operational staff
Stage 2	3 working days	10 working days	A member of the management team
Stage 3	3 working days	20 working days	A panel or director

We are committed to providing the highest standards of service to our customers and our aim is to treat our customers with respect.

In certain circumstances, we reserve the right to deal with your complaint differently such as:

- If excessive contact is made about the same issue which has been investigated and closed
- If behaviour is aggressive or abusive towards our staff. We expect customers to treat our staff politely and with respect at all times.
- If you feel you need additional support or would like us to contact you using alternative communication methods, please contact Debbie Serefoglou on 0151 633 8093.

Exclusions

Certain requests will not follow the normal complaints procedure

- A request for a service, for example reporting a leaking tap or reporting an anti social behaviour incident
- Complaints that have a statutory procedure – e.g. statutory Right to Repair Regulations, Disrepair claims.
- Requests for information or for an explanation of policy or practice – this is a request for information
- There may be occasions where complaints received are outside of Cobalt Housing's responsibilities, for example services under the control of other organisations such as the local council.
- If a complaint is being dealt with via a legal process or insurers

Still unhappy?

If you are still dissatisfied after our final response you may wish to take the matter further using the Housing Ombudsman who provide a service for tenants and applicants.

Ombudsman Service

81 Aldwych

London

WC2B 4HN

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Compliments

Let us know when you are happy.

Cobalt will actively encourage customers to give us positive feedback. This information will be used to highlight positive practice and staff performance.

Name

Address

Telephone.....

Email

Date.....

Details

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PLEASE FOLD, SEAL AND POST BACK TO COBALT FREE OF CHARGE

DETACH ALONG PERFORATION, MOISTEN EDGES, FOLD AND SEAL

↑
FOLD
HERE

↑
FOLD
HERE

Cobalt Housing
FREEPOST RRCE-SBKE-HKJC
Performance and Review Team
199 Lower House Lane
Liverpool
L11 2SF

General feedback/suggestions

Feedback and suggestions from tenants will be used to understand tenant's needs and continually improve services. We regularly send out surveys to gather your feedback and we really appreciate your views. They help make a real difference to the services Cobalt provide.

If you would like to get involved with Cobalt and help us develop our services, please call our Resident Involvement Team on 0151 633 8098.

Compensation

There are occasions when we will consider compensation payments, please ask a staff member for further information.

Our checks

- We will survey dissatisfied customers to check how we have done
- We will use a scrutiny panel made up of customers to check our process
- We will report performance to you at least twice a year
- We will work with our contractors and partners to resolve issues

We offer a translation service on request, if you require help please visit our office or call 0151 633 8000

يمكننا أن نقدم خدمة الترجمة عند الطلب، إذا كنت في حاجة للمساعدة فضلاً اتصل على الهاتف 0151 633 8000 أو تفضل بزياراتنا في المكتب.

我們根据需要提供翻译服务，如果您需要帮助，请访问我们的办公处，或致电：0151 633 8000

Na požádání zajistíme službu tlumočnicka, pokud požadujete pomoc, navštivte prosím naši kancelář nebo volejte na číslo 0151 633 8000

Nous proposons un service de traduction à la demande, si vous avez besoin d'aide, venez dans nos bureaux ou appelez le 0151 633 8000

हम अनुरोध किये जाने पर अनुवाद सेवा प्रदान करते हैं, अगर आपको मदद की जरूरत है तो कृपया हमारे कार्यालय में आयें या फोन करें 0151 633 8000

Na życzenie oferujemy tłumaczenie, jeżeli potrzebują Państwo pomocy proszę przyjdź do nas do biura lub zadzwoń pod numer 0151 633 8000

ਅਸੀਂ ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਅਨੁਵਾਦ ਦੀ ਸੇਵਾ ਵੀ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਾਂ, ਜੇ ਤੁਹਾਨੂੰ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਦਫ਼ਤਰ ਆਓ ਜਾਂ ਫ਼ੋਨ ਕਰੋ 0151 633 8000

Мы предлагаем услуги перевода по заявкам; если Вам нужна помощь, пожалуйста, посетите наш офис или позвоните по телефону 0151 633 8000

Talep üzerine çeviri hizmeti sunmaktayız; yardıma ihtiyacınız varsa ofisimizi ziyaret ediniz veya 0151 633 8000 no'lu telefonu arayınız

If you need this information in Braille, large print or as an audio version, please contact Cobalt Housing on 0151 633 8000, 199 Lower House Lane Liverpool L11 2SF

Cobalt Housing is a charitable organisation and part of the Symphony Housing Group.



This paper is made from 80% recycled material

Cobalt Housing, 199 Lower House Lane, Liverpool, L11 2SF
Tel: 0151 633 8000 www.cobalthousing.org.uk