



# Service standard: Complaints & Feedback

## How to complain about a CHADD service and what to expect



At CHADD we aim to provide all our tenants and service users with a high standard of service. If something does go wrong we will listen, try to resolve it at the earliest opportunity and learn from it to improve our services.

But if we do not achieve this and you need to make a formal complaint this guide explains what to expect.

### Our standards

- We welcome complaints to help us improve our services
- We make it quick, simple and easy to give us your thoughts and feedback
- We will listen
- Act to resolve concerns early on and informally
- Deal with complaints impartially, objectively and professionally
- Keep your personal details safe and confidential
- We will keep you informed throughout process
- We will be clear if the desired outcome is unrealistic and why, we will explore whether an alternative compromise to suit all is an option

### What we will do when we receive feedback or a complaint

#### If we receive praise we will:

- Record it
- Share it with the relevant team and manager
- With your permission use it as a good news story in our publications (such as newsletters)
- Suggestions can be made on how to improve the service to the team who work with you

#### If we receive a complaint we will:

- Aim to resolve it informally and quickly at a local level
- Acknowledge your formal complaint at stage one within 5 working days if you are not satisfied with informal outcome
- Carry out enquires and respond with an outcome within 10 working days
- Acknowledge your stage two formal complaint if you are still not happy with the outcome, which will be acknowledged by the CEO within 5 days and to be resolved within 20 working days
- Refer you to independent bodies if CHADD is unable to satisfactorily resolve your complaint

### Ways to get in touch

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We want you to feel it is simple and easy to contact us to make a complaint or give us feedback, it doesn't have to be in writing and you don't need to request a form. You can simply communicate with us how you prefer:

- Speak to a member of your support team on site
- Email or phone our central team at Brindley House
- Write us a letter
- Via our social media channels

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### Compensation

If you feel you are entitled to some compensation, you can write, email, phone or visit to ask for a claim form.

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### How we monitor these service standards

Through your complaints and feedback, we want to learn so that, we can improve our homes and services. To achieve this, we will:

- Review and self-assesses complaints to determine what can be learned from them

If you would like this information in large print, audio, braille or a different language, please ask a member of the team or contact [admin@chadd.org.uk](mailto:admin@chadd.org.uk)

Our complaints policy is available on our website

- Train our teams to respond correctly to complaints,
- We will seek feedback from complainants once the complaint is resolved on anything we could have done better
- We will report on complaints to our board and relevant committees
- We will have complaints lead within CHADD and on the board

### More information

If you do not think that we are meeting the standards set out above or you have any questions please contact us.

### Contact details

Telephone: 01384 456465

Email: [reception@chadd.org.uk](mailto:reception@chadd.org.uk)

Web: [www.chadd.org.uk](http://www.chadd.org.uk)

Twitter: (X) @CHADD1979

Facebook: CHADDHousing

Churches Housing Association of Dudley & District  
Head office  
Brindley House  
48-50 Hall St  
Dudley  
DY2 7DT

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