

# Compliments, Comments and Complaints

Version 2, June 2006



**watmos**  
COMMUNITY HOMES

**WATMOS Community Homes (WATMOS), through the Tenant Management Organisations (TMOs) aims to give an excellent service to our customers. If we get things wrong we want to try and put them right and learn from our mistakes. Your views are important because they help us develop and improve our service to you, the customer.**

For anyone who uses our service, or wants to use our service, we welcome you to

- Compliment our service if we have done something particularly well.
- Comment or make suggestions on how we can improve our services.
- Complain about our service or the way you have been treated.

## Compliments

If you want to compliment our service, WATMOS or the TMO's will make sure it is passed on to the staff concerned.

## Comments

If you have a comment to make, or ideas on how our service could be improved, WATMOS or the TMO's will look carefully into this. We welcome your suggestions on how we can improve and make our service better.

## Comments and Compliments

A comments and compliments folder has been placed at your TMO office for your convenience. Your TMO manager will respond to all comments in the folder within 5 working days or write to you direct if requested.



## Complaints

We hope that you are satisfied with our service. However WATMOS and the TMO's recognise that sometimes mistakes are made.

If you want to make a more formal complaint, we will try to make the process as quick and easy as possible.

If you want to make a less formal complaint, we will try to seek a solution to customer concerns at the first point of contact.

Details of how to contact WATMOS or the TMO's are at the end of this leaflet.

## Tips for making a complaint

- Keep notes of dates and times.
- Be as specific as possible, it's much easier for us to investigate.
- Try to remember to take a note of names of any staff you speak to.
- If a member of staff needs to contact you regarding your complaint, provide a way of contacting you.



# Complaints

## Stage 1

You can make a complaint to us via telephone, in person or in writing by using the contact details at the back of this leaflet. Alternatively, you can also send details via our website [www.watmos.org.uk](http://www.watmos.org.uk). All complaints received will be acknowledged in writing within 2 working days. If you require a copy for your records the TMO office will be able to provide one.

We aim to investigate all complaints and respond formally within 15 working days (or a mutually agreed date), during which time, a plan of action will be agreed. Sometimes an extension to this time may have to be made if, for example, a contractor needs to be contacted. We will, of course, contact you explaining if extra time is needed.

## Stage 2

If you are not satisfied with the way your TMO has resolved your complaint, you can appeal directly to the WATMOS Housing Services Director. A further investigation will be undertaken and a formal response will be given as to whether the appeal is upheld or rejected. We aim to respond to you within 15 working days.

## Stage 3

If you are dissatisfied with the response to your first appeal, you will be given the opportunity to meet with the Appeal Panel in order to discuss your complaint. At the appeal hearing the appeal panel will decide on a course of action and you will receive a formal response within 3 working days.



## Stage 4

If you are unhappy with the way we have dealt with your complaint, you may want to complain to the Ombudsman service who is able to carry out an impartial investigation. Leaflets explaining how to make a complaint to the Ombudsman service are available from your local Citizens' Advice Bureau or TMO office. Alternatively contact them direct at Housing Ombudsman Service, Norman House, 105-109 The Strand, London, WC2R 0AA.

☎ 020 7836 3630 📠 020 7836 3900 ✉ ombudsman@ihos.org.uk

## Equality and Diversity

WATMOS and the TMO's aim to provide a fair, appropriate and responsive service to all customers, irrespective of their race, colour, ethnic and national origin, nationality, gender, disabilities, religion, sexual orientation, marital status, HIV/Aids status, responsibility for dependants and age.

## Customer Satisfaction

We seek the views of customers from all sections of the community, welcoming feedback and new ideas to assist us improve and develop our services. If you feel that you have been unfairly treated, or the WATMOS has not complied with the approach outlined in this leaflet, please tell us about it.

## Reporting to Tenants

WATMOS will report to our tenants on how well we and the TMO's deal with compliments, comments and complaints in our Annual Report.



## Who to contact

### Walsall Citizens Advice Bureau

139 – 144 Lichfield Street

Walsall, WS1 1SE

☎ 01922 700600

📄 01922 648018

Minicom: 01922 615292

✉ advice@cab.walsall.org.uk

**You can find more information about WATMOS and the TMO's at [www.watmos.org.uk](http://www.watmos.org.uk)**

**You can contact your TMO at the following**

### Avenues TMO Office

10/11 Second Avenue

Brownhills, Walsall, WS8 6JA

☎ 01543 453659

📄 01543 452905

✉ avenues@watmos.org.uk

### Burrowes Street TMO Office

Burrowes Street

Walsall, WS2 8NN

☎ 01922 613292

📄 01922 746949

✉ burrowes@watmos.org.uk

### Chuckery TMO Office

2 Brookes House, Tantarra Street

Chuckery, Walsall, WS1 2HS

☎ 01922 644456

📄 01922 640841

✉ chuckery@watmos.org.uk

### Delves East and West TMO Office

West Bromwich Road

Delves, Walsall, WS5 4NW

☎ 01922 720790

📄 01922 638658

✉ delves@watmos.org.uk

### Leamore TMO Office

1 Dover House

Providence Close

Leamore, Walsall, WS3 2AW

☎ 01922 493266

📄 01922 493266

✉ leamore@watmos.org.uk

### Sandbank TMO Office

1a Clarke House

Bloxwich, Walsall, WS3 2HG

☎ 01922 400333

📄 01922 400219

✉ sandbank@watmos.org.uk

### Twin Crescents TMO Office

11 Grove Crescent

Pelsall, Walsall, WS3 4NG

☎ 01922 682539

📄 01922 682539

✉ twincrescents@watmos.org.uk

### Watmos Community Homes

29 Stafford Street

Walsall WS2 8DG

☎ 01922 471910

📄 01922 612967

✉ info@watmos.org.uk

This leaflet is about **Compliments, Comments and Complaints**. If you need help reading or understanding the contents of this leaflet, please contact your TMO Manager who can arrange any of the following:

Large print, Braille, audio tape or other languages.



