



# Customer Feedback

**A guide to making a complaint,  
compliment or suggestion**

COMMUNITIES ♦ HOMES ♦ PEOPLE





## 2. Sexuality

- Heterosexual     Gay man     Gay woman  
 Bisexual     Prefer not to say

## 3. Gender

- Male     Female     Transgender     Prefer not to say

## 4. Age

- Under 16     16-34     35-54  
 55-64     65 and over     Prefer not to say

## 5. Religion

- None     Buddhist     Christian (all denominations)  
 Hindu     Jewish     Muslim     Sikh  
 Any other (please specify below)     Prefer not to say

## 6. Any other – please specify

## 7. Do you consider yourself to have a disability within the meaning of the Disability Discrimination Act 1995?

- Yes     No

## 8. If yes, please indicate the nature of disability:

- Physical     Learning     Hearing  
 Sight     Speech     Mental health  
 Other (please provide details below)  
 Prefer not to say

## 9. Please provide details about your disability

  
  
  
  
  
  

A complaint would not normally be:

- A request for a service (a repair for example);
- An enquiry about progress of a previous request;
- A request for explanation of our procedures;
- An expression of dissatisfaction about the actions of a third-party who CHP has no direct control. This could include an incident of antisocial behaviour or neighbour nuisance for example.

**Please see our leaflet on antisocial behaviour or speak to a member of staff for details about how we deal with third-party matters.**

## Complaints procedure

CHP has a simple three stage complaints scheme:

### Stage One

- We will record and acknowledge your complaint within three working days. An appropriate member of staff will look into your complaint and respond within 10 working days.

### Stage Two

- If you are unhappy with our investigation and response you can ask a senior member of staff to try to resolve the complaint. We will respond to all stage two complaints within ten working days.

### Stage Three

- If you are unhappy with our response at stage two, you can ask a feedback panel, made up of members of our Board of Management and residents, to hear your complaint. The panel will hear the appeal within 20 working days, from the date you asked for it to be heard. We will send a written response with details of the outcome of the appeal within five working days of the hearing.

### Stage Four – Housing Ombudsman Service (external)

- If you have been through all three stages of our complaints procedure and are still unhappy, you can forward your complaint to the Housing Ombudsman Service at:  
81 Aldwych, London WC2B 4HN  
(tel: 020 7421 3800 or local rate: 0845 7125 973).

Please contact us if you would like details of the Housing Ombudsman Service.

## Response times

It is not always possible to resolve a complaint within the response times given in this leaflet. On these occasions we will send you a letter explaining when you can expect a response – this is usually up to a further 10 working days.

You should raise a complaint as soon as possible but definitely within three months from when the event occurred.

# Please contact us if you would like a copy of this document in large print, British Sign Language DVD, on CD or in another language.

## Przewodnik Opini klientów

Proszę się z nami skontaktować jeśli pragnęliby Państwo kopię tego dokumentu dużym drukiem, na DVD w Brytyjskim Języku Migowym, w innym języku albo na płycie audio (CD). (Polish)

## 顧客反饋

顧客反饋指引。倘若您需要本檔以大字體、英式手語DVD、另外一種語言或音頻 (CD) 格式提供，請聯絡我們。(Cantonese)

## Müşteri Geribildirimi Kilavuzu

Lütfen bu belgenin büyük baskılı hali, İngilizce DVD veya farklı dillerde ya da ses (CD) ortamı gibi talepleriniz olması durumunda bizimle irtibata geçin. (Turkish)

## গ্রাহকদের মূল্যায়ন সংক্রান্ত একটি নির্দেশনা

আপনি যদি এই নথিটির একটি কপি বড় প্রিন্টে, ব্রিটিশ সাইন ল্যাঙ্গুয়েজ ডিভিডিতে বা অডিও (সিডি) ফরম্যাটে পেতে চান, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন। (Bengali)

## If you have any queries please contact CHP:

**Tel:** 0845 155 3000

**Minicom:** 01245 613188

**Email:** enquiries@chp.org.uk

**Fax:** 01245 613001

**Visit:** Atholl House, 65a Duke Street,  
Chelmsford, CM1 1LW

**Write to:** Myriad House,  
23 Springfield Lyons Approach,  
Chelmsford, CM2 5LB

[chp.org.uk](http://chp.org.uk)

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INVESTOR IN PEOPLE

