ARENA

Complaints & Compliments

Resident Approved

居民認可

Complaints and Compliments

We are committed to providing an excellent service to all our residents and service users. We need to know if we get something wrong so we can try to put it right.

If you are not happy with the quality of the service you receive, or the way you are treated by Arena staff or contractors, you have the right to complain. We follow a process to ensure we investigate all complaints promptly and fairly, and send a detailed reply to the person who made the complaint.

How you can make a complaint

If you're not satisfied, you can complain by:

- **Emailing us**
- **Visiting www.arena-housing.com**
- **Telephoning us**
- **Visiting your local office or, if you live at one of our schemes, speaking to the manager at the scheme**
- **Writing to your local office or scheme**
- **Asking a support worker or agency to make a complaint on your behalf**

For a full list of contact details please see page 5.

Formal and informal complaints

Formal Complaint

You can make a formal complaint if you are not satisfied with the service you receive. For example, if repairs aren't carried out on time, you receive poor treatment from staff or contractors, or have problems with your scheme or estate services.

Informal complaint

If you want to let us know about the quality of a service but don't want to make a formal complaint, you can make an informal complaint. We will deal with any complaints made anonymously as an informal complaint.

Compliments

We are always happy to receive positive comments and compliments from residents.
It helps us to know the kind of things that we should do more of and gives a great boost to our staff and contractors.

What happens when you make a complaint?

There are four stages in our complaints process

10 days

Stage 1
Informal Resolution

Your complaint will be reviewed by an officer from the department you complained about. They will respond to you within 10 working days. It may not always be possible to resolve all complaints within this timescale, but we'll keep you informed of progress. Serious complaints go straight to stage 2 of our complaints process.

20 days

Stage 2
Formal Examination

If you're not happy with our response, your complaint will be reviewed by a senior manager or director. They will contact you within 10 working days with a further response to your complaint. If it's not possible to resolve the complaint within this time, they will explain the reason for the delay and keep you updated.

Stage 3
Board Review

If you're still not satisfied that your complaint has been resolved, it will be reviewed by a board of management. A hearing will be held within 30 days and you'll be able to present your case to the board. The board will then make a final ruling on the complaint.

Stage 4
Housing Ombudsman

If you're not satisfied with the response from our board, you can take your complaint to the Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN.

If you receive a care, support or learning service you can also take your complaint to the external body that monitors these services. Full details are available from our office or scheme staff.

Compensation

You're entitled to request compensation when a service or facility is not being provided or your home (or part of it) cannot be used. You can also claim compensation if we don't complete repairs by the date we said they would be completed, or in other exceptional circumstances where you're caused considerable inconvenience. If you're in rent arrears, any compensation will be credited to your rent account.

If you require any further information on our complaints policy, please speak to a member of staff.

A full copy of the complaints policy is available on request.

Contacts

Anfield & Breckfield
115 Anfield Road,
Liverpool
Telephone: 0151 263 6236
E: complaints@arena-housing.com

Arena Future
9 Roundwood Drive,
St Helens, WA9 5JD
Telephone: 01744 616661
E: complaints@arena-housing.com

Arena Homes
Hardshaw House,
Tolver Street,
St Helen's, WA10 1EW
Telephone: 01744 670221
E: complaints@arena-housing.com

Arena Options
Hardshaw House,
Tolver Street,
St Helen's, WA10 1EW
Telephone: 01744 670221
E: options@arena-housing.com

Headrow Housing
Leeds Office:
Ingots Building, Cemetery Road,
Yeadon, Leeds, LS19 7UP
Telephone: 0113 250 4337
E: admin@headrow.org.uk

Goole office:
19 Delamere Walk,
Fairfield Estate,
Goole, DN14 5LN
Telephone: 01405 766073
E: admin@headrow.org.uk

Sheffield Office:
Brunswick Garden Village,
Station Road,
Sheffield
S13 7RB
Tel 0114 2940157
E: admin@headrow.org.uk

Leasowe Community Housing
Leasowe Millennium Centre,
Twickenham Drive,
Leasowe, CH46 1PQ
Telephone: 0151 678 0110
E: leasowe@arena-housing.com

Tung Sing Housing Association
Victoria House,
119 Princess Street,
Manchester, M1 7AG
Telephone: 0161 234 0260
E: complaints@arena-housing.com

This document can also be produced in large print, audiotape, Braille or other languages

Arabic

كما يمكن إصدار هذا المستند بالخط الكبير لضعاف النظر، وبخط بريل للمكفوفين، ومسجلاً على شريط، أو بلغات أخرى. الرجاء الرجوع إلى الاستمارة المرفقة.

Bengali

এই ডকুমেন্টটিও ছাপার বড় হরফে, ব্রেইল, অডিও টেপে অথবা অন্যান্য ভাষায় উদ্ধৃত করা যায়। সংলগ্ন অর্ডার ফর্মটি দেখুন।

Chinese

這份資料用另外的有大字體版本，盲文版本，錄音帶或其他外文譯本。請參閱隨函附的索取證明單。

Czech

Tento dokument můžete rovněž poskytnout vytisknutý velkým písmem, Braillovým písmem, nahraný na zvukové kazetě nebo v jiných jazycích. Viz přiložený objednací formulář.

Farsi

این مدرک می تواند در حروف کتابی، فیته آدیو، بریل یا زبان های دیگر تهیه شود. لطفاً فرم سفارشی پیوسته ملاحظه کنید.

French

Ce document peut également être fourni en gros caractères, en Braille, sur bande sonore ou dans d'autres langues. Veuillez consulter le bon de commande ci-joint.

Gujarati

આ દસ્તાવેજ મોટા અક્ષરોમાં, ઑડિયો ટેપ રૂપે, બ્રેઈલ અથવા બીજા કોઈ ભાષામાં પણ ઉપલબ્ધ થઈ શકે છે. આ સાથે આપેલું ઑર્ડર ફૉર્મ જોતા વિનંતી છે.

Hindi

यह दस्तावेज बड़े अक्षरों, ऑडियो टेप, ब्रेल या अन्य भाषाओं में भी उपलब्ध कराया जा सकता है। कृपया संलग्न ऑर्डर फॉर्म देखें।

Polish

Możemy również napisać ten dokument dużym drukiem, językiem Braille'a, nagrać na taśmę audio lub przetłumaczony na inny język. Prosimy spojrzeć na załączony formularz zamówieniowy.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਵੀ ਮੋਟੇ ਅੱਖਰਾਂ, ਆਡਿਓ ਟੇਪ, ਬ੍ਰੇਲ ਜਾਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਤਿਆਰ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਲਿਖਾ ਹਰਦੇ ਨਥੀ ਆਰਡਰ ਫਾਰਮ ਵੇਖੋ।

Russian

Этот документ может быть также напечатан крупным шрифтом, шрифтом Брайля, предоставлен в виде аудиозаписи или составлен на других языках. Дополнительная информация приведена в прикрепленном бланке заказа.

Somali

Waxaad kalood heli kartaa dukumeentigani oo ku qoran far waweyn, cajaladda maqalka, farta Barayika ama ah luqado kale. Fadlan eeg foomka halka lagu soo lifaaqay.

Spanish

Esta carta también puede producirse en letra grande, Braille, cinta de audio u otros idiomas. Sírvase examinar el formulario de pedido adjunto.

Urdu

یہ دستاویز بڑے بڑے حروف، آڈیو ٹیپ، بریل یا دیگر زبانوں میں تیار کیا جا سکتا ہے۔ برائے مہربانی منسلک آرڈر فارم دیکھیں۔

Arena Head Office
14 Columbus Quay · Riverside Drive · Liverpool · L3 4DB
Tel: 01744 670 221 · Fax: 0151 726 1800 · Email: arena@arena-housing.com
www.arena-housing.com

Group Members

Printed on recycled paper including 80% post-consumer fibre and 20% TCF fibre.

Complaints Form

If you would like help in filling in this form, please ask a member of staff.

After you have completed the form please hand in or post the form to your local office listed in the complaints leaflet:

Your Name:

Address:

Date:

Signed:

Tel: Daytime

Evening

Mobile

Please tell us what you think we have done wrong or what we have not done?

Please tell us what you think we have done wrong or what we have not done?