



Customer Feedback

Compliments, Comments and Complaints



"Better homes and better services for better lives"



Introduction

This leaflet explains how Acis Group deals with customer feedback through complaints, comments and compliments.

Customer feedback is very important to us regardless of whether it is good or bad. We encourage our customers to let us know what they think about the services we deliver so that we can learn from any mistakes we make and to build on our successes.

What is a comment?

A comment is a suggestion for making the service better. We are continually looking at how to improve things, so it is important that we are open to all suggestions.

You will find suggestion boxes in offices and sheltered schemes and you can make suggestions on line, by post, by phone or in person to a member of staff.

The best ideas will be rewarded with High Street Vouchers by the Residents Advisory Panel on a quarterly basis.

What is a complaint?

A complaint is when someone tells us they are not satisfied with the quality of service or about something that we have failed to do. Complaints can also be received from groups of customers.

What is a compliment?

A compliment is when someone is very happy with the service we have provided when "we have gone the extra mile". We need to know where we are doing well so we can continue to provide our services in this way.

If you feel that you have received outstanding customer service you can nominate the staff member for the extra mile award.

Going that extra mile...

Here at Acis, we strive to provide the best service that we can for our customers.

To do that we need you to tell us what you think so that we can shape our services to meet your exact needs.

We welcome all your feedback – good as well as bad - as it means we can learn from our mistakes and gives us the chance to develop the things we do well.

So, if a member of our team has gone that extra mile for you then we would like to hear about it. We would like to know if they have provided the support you needed when you needed it or if you feel that they went beyond the call of duty.

With that feedback, it helps us to tailor our services to ensure we meet your requirements. We place great importance on recognising any members of staff who have gone that little bit further.

All staff who have have been recommended by our customers for their commitment or dedication are entered into our annual Extra Mile Award. They receive recognition for their hard work and win a cash award to donate to their chosen charity.

If you feel that a member of Acis has done a special deed let us know. Nomination forms are available from our offices or can be sent to you through the post.



Customer feedback is important to us. We work hard to make sure that we provide an outstanding service.

Contacts that will not be classed as a complaint are:

- Requests for a service from Acis Group
- Neighbour disputes (Anti-social behaviour)
- Issues that are over a year old that have not been raised before
- Issues that are not the responsibility of Acis Group

Whenever a customer expresses dissatisfaction with the company or the services we provide, we will try to resolve the matter straight away.

This may mean that every employee has the authority and responsibility for working with you to put things right. In these cases, after the matter has been put right, a written apology will be sent to the you. In some instances, it may not be possible to resolve the matter straight away so customers will have the right to make a formal complaint.

The complaints procedure

Acis Group adopts a three stage complaints management process.

At stage 1, your complaint will be registered and given to a Senior Manager to investigate. The Manager will aim to contact you within 2 days of receiving your complaint so that they can discuss the matter in person. At this stage, we aim to resolve your complaint for you within 10 working days of you raising the matter with us.

Where a complaint has been received from a group of customers, the manager will arrange a meeting with the whole group (wherever possible) to discuss further and identify one or two of the group members to act as contact persons for future liaison.

If we are unable to resolve your complaint at this stage the Manager might offer to introduce a Mediator from a qualified and experienced third party organisation. If through mediation an agreement is reached, the complaint is resolved. If we are still not in agreement that your complaint can be resolved, or you decided against involving a Mediator, you may request that your complaint is heard at stage 2.

Stage 2 complaints are to be investigated by the appropriate Company Director who will carry out a new review of your complaint. As at stage 1, the Director will try to contact you to discuss the matter in person with the aim to reach an agreement with you that your complaint can be resolved within 10 working days.

As at stage 1, the offer to introduce a Mediator to assist with the case will be available to you. If your complaint can not be resolved at this stage then you may request that your complaint is heard at stage 3.

Stage 3 is the final stage in our complaints procedure. At stage 3 you will be invited to attend a meeting with the Chief Executive, a board member and an impartial member of the company's tenant customer group. A decision shall be sent to you in writing within 20 days of the panel hearing.

The Housing Ombudsman

If, after the Appeals Panel has heard your complaint, you are still dissatisfied with the outcome, you may refer the matter to the Housing Ombudsman Service.

Acis Group is a member of the Housing Ombudsman scheme. All Acis residents are entitled to use this service having exhausted the company's complaints procedure.

Contact:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

email: info@housing-ombudsman.org.uk
tel: 020 7421 3800
lo-call: 0845 7125 973
minicom: 020 7404 7092
fax: 020 7831 1942
website: www.ihos.org.uk



**We welcome your views
and want you to share
your opinions on how we
are performing.**

**Call us on:
0800 027 2057**

Support for customers providing feedback

Some customers may find it difficult to provide feedback for whatever reason and so we will always be open to customer feedback however it is expressed.

In addition, customers are encouraged to get support from third parties, family members and other agencies such as the Citizens Advice Bureau.

Complaints concerning third parties/Acis as a third party

Acis Group works with a number of partnering contractors in delivering home improvements and repairs. If your complaint involves one of these contractors, it will be recorded by Acis Group before being given to the contractor to investigate at stage 1 in accordance with our procedure. If your complaint can not be resolved at this stage, you can request that your complaint is considered by an Acis Company Director as a stage 2 complaint.

Similarly, Acis Group undertakes some activities on behalf of West Lindsey District Council (WLDC). If your complaint concerns any services that are managed by Acis Group then your complaint will be investigated at stage 1 of our own complaints process. If the complaint can not be resolved at this stage then the complaint will be passed to the contracting organisation to investigate using their own complaints procedure.

What you can expect?

In trying to resolve your complaint we shall agree upon one or more of the following outcomes:

- An explanation of why things worked out as they did
- An apology and explanation of how things went wrong
- Details of how the complaint has improved services
- A commitment to reviewing procedures
- A payment as a goodwill gesture or as compensation

The outcome will be largely determined by what you feel is a reasonable way to resolve your complaint.

A guide for compensation

Poor customer service	Up to a maximum of £20
Failing to complete a heating or hot water repair within time	A one off payment of £10 and £2 per day up to a maximum of £50
A missed appointment without giving 24 hours notice	£10
Damage to personal property as a result of service failure	Assessed on level of damage
Financial loss as a result of service failure or bad advice	Assessed on level of damage

Learning

Your feedback will be regularly reviewed by the Resident Advisory Panel (RAP) and the Board of Management. Your feedback will be used to shape future services for customers and to look at how we are providing existing services.

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

ਅਨੁਵਾਦਕ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।

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Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

Acis Group Limited

Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

email: info@acisgroup.co.uk

web: www.acisgroup.co.uk

FREEPHONE: 0800 027 2057

text: 07800 002270

