

## We want to hear from you

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We are committed to continually improving the services we provide to you. Your views are important to us, and we welcome any feedback, good or bad.

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### How you can contact us

If you have a general enquiry, compliment or complaint about our service and are not sure who you need to speak to, our experienced and friendly Customer Service Team are available to help.

You can contact us by:



**Email:** [contact@calicohomes.org.uk](mailto:contact@calicohomes.org.uk)



**Phone:** 01282 686300 (8:45am to 5pm, Monday to Friday.)



**In writing:** Send your correspondence to Customer Service Team, Calico Homes, Centenary Court, Croft Street, Burnley BB11 2ED



**In person:** Call into our office on Croft Street, Burnley (which is just next to the bus station)  
Please note our offices are currently closed in line with the current COVID-19 Government Guidance



## Making a complaint

If there is something that you are not happy with, then please tell us, so we can fix things as soon as possible. This could be anything from dissatisfaction with our standard of service, to actions or lack of action by our staff, or those acting on our behalf.

We aim to resolve complaints at the first point of contact and we may need to ask you some questions so we can understand what has happened, and what we can do to put things right for you, promptly and fairly.

Sometimes things aren't straightforward, and we are unable to fix your problem at the first point of contact. So, if we need more time to investigate your problem, then we will open a complaint case.

We will let you know the name of the person who is dealing with your complaint and we aim to resolve all complaints within 10 working days, from when you report it to us.

## When you make a complaint

Here are the stages and service standards that we will follow:



**Complaint acknowledgement** – we will do this within 2 working days from when you report your complaint. This might be by way of an email, letter or phone call. We will provide you with the name and contact details of the person who will be resolving your complaint. If the acknowledgement is sent by letter, this may take a few days to arrive in the post.



**Stage 1 – Complaint Decision** – we will investigate and resolve your complaint within 10 working days of receipt. If within good reason we need more time to fix this, we will agree the deadline with you and update you regularly on the progress. Any extension will not exceed a further 10 working days.



**Stage 2 – Appeal Decision** – if you are unhappy with the outcome of your complaint you can appeal the decision. We will provide you with the name and contact details of the manager handling your appeal. Your complaint appeal will be reviewed, and the outcome decided within 20 working days of receipt. If, within good reason, we need more time to resolve your appeal, then we will agree the deadline with you and update you regularly on the progress. Any extension will not exceed a further 10 working days. The appeal stage is the final stage of our complaint process.

If you are unhappy after the appeal stage you can appoint a designated person like a local MP or Councillor to intervene on your behalf, you can find the details of your local MP or Councillor on [www.writetothem.com](http://www.writetothem.com)

If you decide not to contact a designated person, you can escalate your complaint to the Housing Ombudsman after eight weeks of the appeal, you can find further information on this process by visiting [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

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## Housing Ombudsman Service

In July 2020 The Housing Ombudsman issued a Complaint Handling Code. The purpose of the Code is to enable landlords to resolve complaints quickly and to use the learning from complaints to drive service improvements. Our Self-Assessment against the Complaint Handling Code can be found on [www.calicohomes.org.uk](http://www.calicohomes.org.uk)

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