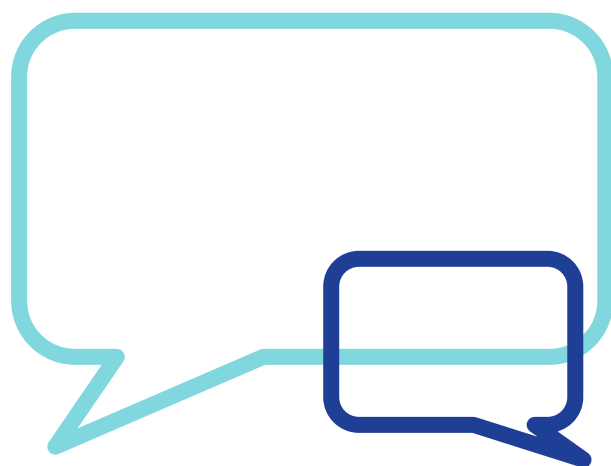


# Complaints

## Complaints Scheme

Help us improve our services  
by telling us what you think





# Care and Support

NCHA is committed to providing excellent customer services. You can help us to improve by telling us if we did something badly. We will only use the data you provide in line with our Privacy Notice, which you can read on the enclosed form or on our web site.

## Who can complain?

Any people who are affected by our services, this could be:

- Service users
- Relatives
- Neighbours
- Agent groups
- Stakeholders
- Professionals (e.g. Social Services, NHS etc.)

## What will happen next?

When you make a complaint please tell us your name and where you live and what you want us to do now. We will write to you within 3 working days to let you know we have received your complaint.

## Investigating your complaint

Your complaint will be looked into by a manager or designated officer and we will try and let you know what is going to be done within 20 working days.

If we are unable to respond to your complaint within this time, we will contact you to agree a further extension of 10 working days so we can complete our investigation.



# Care and Support

If you are not satisfied with the outcome of your complaint, you have the right to refer the matter to the appropriate Ombudsman listed at the end of this leaflet. For housing related complaints you can also contact your Member of Parliament or local Councillor.

If your complaint is about the service we provide on behalf of another organisation such as a local authority, you can contact them at any time for further help, advice or assistance.

However if you wish, you can request that one of our senior managers review the investigation that has been undertaken within 20 working days from our response letter.

## How to contact us

### **In writing at:**

NCHA Care and Support  
Unit 1, Clumber Court  
Pelham Avenue  
Nottingham, NG5 1AJ

### **Fill in the feedback form**

[Inside this leaflet](#)

### **By email**

[careandsupportinfo@ncha.org.uk](mailto:careandsupportinfo@ncha.org.uk)

### **Call us free!**

**0333 0000 321**

### **Fill in the form on our website**

[www.ncha.org.uk](http://www.ncha.org.uk)

**Or talk to any member of staff!**

## Translation

We will provide copies of the wording of these documents in another language or format on request. Please telephone 0345 650 1202 or email [careandsupport@ncha.org.uk](mailto:careandsupport@ncha.org.uk)

# NCHA




## Care and Support

### Where to go for more help


Once your complaint has been fully dealt with by us, if you are not satisfied with the outcome you can refer your complaint to one of the Ombudsman Services and ask for it to be reviewed. The Ombudsman Services will not usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

Ombudsman Services provide free, independent advice and can be contacted at:

#### Housing Ombudsman

 0300 111 3000  
 [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)  
 Exchange Tower,  
Harbour Exchange Square  
London E14 9GE

#### Local Government Ombudsman




 0300 061 0614  
 [www.lgo.org.uk](http://www.lgo.org.uk)  
 PO Box 4771  
Coventry CV4 0EH

#### Parliamentary and Health Service Ombudsman

 0345 015 4033  
 [www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint)  
 Millbank Tower, Millbank, London SW1P 4QP

Some of our services are registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time and can be contacted at:

#### CQC National Customer Service Centre

 03000 616161  
 [www.cqc.org.uk](http://www.cqc.org.uk)  
 Citygate, Gallowgate,  
Newcastle upon Tyne NE1 4PA

You can also contact Healthwatch, an independent consumer champion for patients, carers and users of health and social care services at:

#### Healthwatch England

 03000 683000  
 [www.healthwatch.co.uk](http://www.healthwatch.co.uk)  
 Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA