

Putting things right



Catalyst
Housing

How to make a complaint

Righting wrongs

We aim to provide an excellent service to our customers. But we know that sometimes we get things wrong. If you are unhappy with our service, please tell us, so that we can put things right.

What should I do if I am unhappy about Catalyst's service?

Please call us or come into your local office and tell us about the problem. We will try to sort things out as soon as we can. If you aren't happy with the outcome, please make a formal complaint.

How do I make a formal complaint?

Fill in a complaints form on our website or at your local office.

This is the best way to complain, because then we have your complaint in writing, in your own words. You can also complain over the phone – we will fill in the form for you and send you a copy.



What kind of things does the complaints process cover?

You should use our complaints process if you are unhappy with our service. Examples include us:

- being rude or unhelpful
- treating you unfairly
- taking too long to do something
- not doing something we said we would do

If you have a complaint about your neighbours, please call us or use the online form for reporting anti-social behaviour.

If you need to report a fault such as a broken boiler, please call us or use the online form for reporting repairs.



Tell us quickly

If you are unhappy, please tell us at once. We can usually only deal with a complaint about something that happened within the last three months.

What happens when I make a formal complaint?

We will do a formal investigation and give you an official response. We have a three stage process.

Stage one: manager level

We will let you know within three working days that we have received your complaint and will tell you who is dealing with it.

The manager will:

- investigate the issue
- contact you if they need more details
- reply to you within ten working days.

If they can't reply in this time, they will explain why and let you know when they can. If they find in your favour, we will apologise, resolve the issue and in some cases may offer compensation.

Stage two: senior manager level

If you are not happy with our response, you can take your complaint to stage two. You must do this, in writing, within three weeks of our reply at stage one.

Your complaint will be passed onto a senior manager, who will investigate the issue again, and reply to you within ten working days.

Find out more

For more details about the process and the support available to you, please call us or go to our website.

Stage three: complaints panel

If you are still not happy with our response, you can take your complaint to stage three. You must do this, in writing, within three weeks of our reply at stage two.

A complaints panel, which will include a director, a board member and the chair, will review your complaint and our response. You can ask to meet the panel in person to give your views.

The chair will write to you within a week of the hearing to tell you the decision.

What if I am still not happy?

You can contact the Housing Ombudsman Service. Call **0845 7125 973** or go to www.ihos.org.uk

This is an independent service that investigates complaints after you have gone through your landlord's whole complaints process.

This leaflet gives information about making a complaint. If you need any of this information in large print, Braille, on audio-tape or explained in your own language, please contact us on the number below.

Arabic

تمتلك هذه الوثيقة بالمعلومات اللازمة عن كيفية التقدم بشكوى. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على أسطوانة مدمجة أو شريط صوتي أو مشروعًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Hindi

यह दस्तावेज़ शिकायत करने के बारे में जानकारी देता है। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

Portuguese

Este documento proporciona-lhe informações sobre apresentar queixas. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Somali

Dokumentigan wuxuu ku saabsan yahay in la qoro cabasho. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Gujarati

આ દસ્તાવેજ ફરિયાદ કરવા વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Polish

Niniejszy dokument zawiera informacje o procedurze składania zażaleń. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod podanym niżej numerem.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਸ਼ਿਕਾਇਤ ਕਰਨ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Urdu

یہ دستاویز شکایت کرنے کے بارے میں معلومات فراہم کرتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

0300 456 2099

**Better Homes.
Better Service.
Better Future.**

Catalyst is one of the leading housing associations in London and the South East. We aim to be a catalyst for change and improvement wherever we work.

Catalyst Housing Ltd

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Tel: **0300 456 2099**
(London customers)

Tel: **0300 456 2090**
(South East customers)

www.chg.org.uk



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