



Feel Good About
Coming Home

A guide to making a complaint

we deliver

family
mosaic

Sometimes things go wrong

We do our best to give you a good service, but sometimes things go wrong. We may not always know when this happens, so please do tell us – then we can try to put things right.

We take all complaints about our service seriously, because they make it clear to us where we need to improve. We will do our best to deal with your complaint promptly and fairly.

We will let you know who is dealing with your problem, and what action we are taking to sort it out. If you make a complaint, it is kept strictly confidential.

To make sure we have all the facts we need to investigate the problem, we have a set procedure for you to follow.

Access to our Customer Feedback

There are a range of ways
you can contact us:



Dedicated Customer Care Line

0300 123 3456 and press option 2
to speak to a housing officer.



Via email

customercareline@familymosaic.co.uk



Via letter

Family Mosaic
Albion House, 20 Queen Elizabeth Street,
London, SE1 2RJ or
Family Mosaic
Rowan House, 33 Sheepen Road,
Colchester, Essex, CO3 3WG



Through our web site

www.familymosaic.co.uk

Who can complain to us?

Anyone who gets a service from us, or who is affected by our work, may make a complaint. This includes customers, shared owners, leaseholders and people we are considering housing.

This leaflet is for use by customers of Family Mosaic and Family Mosaic Home Ownership, but not Charlton Triangle Homes and Old Oak HA. Residents of Charlton Triangle Homes or Old Oak HA should contact their local office. Please refer to the contact details at the back of this leaflet.

When should I make a formal complaint?

You should first take up the matter with staff at your local office.

They are usually in the best position to sort out the problem. They will make every effort to resolve the matter informally. However, if you are not happy with how they handle it, or if you feel that it isn't appropriate to take up your problem with them, then you should use this complaints procedure.

What does the complaints procedure cover?

Our complaints procedure deals with problems like these:

- if we have failed to follow our own policies or procedures;
- if we have failed to do a repair within a reasonable time;
- if you believe we have discriminated against you;

- if you have had a problem with any of our staff.

What doesn't the complaints procedure deal with?

Our procedure does not normally deal with:

- compensation amounts;
- everyday matters such as chasing a repair request (contact the repairs team);
- complaints by one customer about another customer (contact the Customer Care Line for advice on neighbour disputes and anti-social behaviour);
- insurance claims (once a claim passes to our insurers, we have to close any related complaint pending the insurer's decision);

- situations where you are currently taking legal action against us. More information about what to do in these circumstances is available from the Customer Care Line;
- complaints about a service provided by a managing agent in supported housing. You will need to use the managing agent's complaints procedure;
- matters which happened over 3 months ago unless you are only just aware of it.

Help with making your complaint

If you are a resident of one of our Supported Housing Schemes or you need help in making your complaint we can help you.

Please contact a member of staff at the place you live or your local office.

You may also be able to get help and support from a customer representative or advocate. If you would like to do this please contact the Customer Relations Management Team (CRMT) on 020 7089 1000 and they can assist you.

Supported customers with a complaint about a service provided by a managing agent

If another organisation is providing you with a service on behalf of Family Mosaic you should use that organisation's complaints procedure to try to resolve the problem.

You should use our procedure where Family Mosaic is directly responsible for delivering the service you are complaining about, or where you have found it difficult to pursue the complaint using the agent's complaints procedure.

How do I make a complaint?

Stage 1

Simply complete the complaint form included with this leaflet.

When you have filled it in, send it to the Regional Housing Director or Head of Department responsible for the service you have received. Please see page ten & eleven for details of where to send the complaint form.

You don't have to use the form. If you find this difficult, you can make your complaint using the contact details on page 3, or in person at your local office.

We will confirm to you that we have received your complaint within 3 working days and immediately pass the matter to someone in the appropriate position who will investigate your complaint and send you a written reply.

We aim to reply within ten working days but sometimes this may take longer.

We will keep you updated if it does and let you know why.

Stage 2

If you are unhappy with the way your complaint was dealt with at stage one, you should fill in the Complaint Response Form, which is enclosed with your Stage 1 response, and return it to the Customer Relations Management Team within twenty working days of receiving our stage 1 response.

If you don't receive a Complaint Response Form please contact the Customer Care Line. Once again, you can make your complaint by using the contact details on page 3, or in person if it is easier for you.

The Customer Relations Management Team acknowledges your complaint within 3 working days. This independent team will re-examine the complaint.

Where appropriate an initial phone call or meeting will be arranged with you. We aim to reply within ten working days, but sometimes this may take longer. We will keep you updated if it does and let you know why.

Stage 3

If you are still not satisfied, you should fill in and send back a further Complaints Response Form within twenty working days of receiving our response to your stage 2 complaint. Once again, you can do this by phone, or in person if it is easier for you.

This time your complaint goes to a review panel of 3 made up from two members of the appropriate Board, Group Sub-Committee or Regional Forum,

one of whom is a customer and one of whom is a Group Director. We may invite you to a hearing where you can present your case to the panel in person or in writing.

If you want to present your case in person, you may bring a friend along, or ask a customer representative to come too.

After the meeting, the panel lets you know what they have decided, by writing to you within ten working days. If your complaint isn't resolved to your satisfaction after stage 3, we are not able to take it any further within the Association.

Ombudsman Service

If you aren't happy with the decision made by the review panel, you may take your problem to the Ombudsman Service. If it looks like we have done something wrong, the Ombudsman decides what needs to be done to put things right.

The Ombudsman checks that you have taken your complaint through all the stages of our complaints procedure, before taking it on.

Housing Ombudsman Service

81 Aldwych, London,
WC2B 4HN

Tel: 0300 111 3000

Minicom: 020
7404 7092

www.housing-ombudsman.org.uk

Care and Support

If you are a recipient of care and support service you may refer your complaint to the Local Government Ombudsman Service.

Local Government Ombudsman Service

PO Box 4771,
Coventry, CV4 0EH

Tel: 0300 061 0614

Fax: 024 7682 0001

www.lgo.org.uk

Regulators

You may also refer to our Care and Support regulators at any time.

Care Quality Commission

Citygate Gallowgate,
Newcastle upon
Tyne, NE1 4PA

Tel: 03000616161

[www.cqc.org.uk/
contactus.cfm](http://www.cqc.org.uk/contactus.cfm)

Where should I send my complaints form?

Family Mosaic and Family Mosaic Home Ownership

If you are complaining about a repair:

Director of Asset Management

Family Mosaic, Albion House,
20 Queen Elizabeth Street, London SE1 2RJ

Tel: 020 7089 1000

If you are unhappy with the housing service and you live in South or East London **excluding Hackney**:

Regional Housing Director (South & East)

Family Mosaic, Albion House,
20 Queen Elizabeth Street, London SE1 2RJ

Tel: 0300 123 3456

If you are unhappy with the housing service and you live in North or West London including Hackney:

Regional Housing Director (North & West)

Family Mosaic, Albion House,
20 Queen Elizabeth Street, London SE1 2RJ

Tel: 0300 123 3456

If you live in temporary accommodation

Head of Temporary Housing

Family Mosaic, Albion House,
20 Queen Elizabeth Street, London SE1 2RJ

Tel: 0300 123 3456

If you receive a Care or Support Service or live in Supported Housing or in Essex:

Regional Housing Director (Essex)

Family Mosaic, Rowan House, 33 Sheepen Road, Colchester, Essex, CO3 3WG

Tel: 01206 773 000

If you want to contact the Central Customer Relations Manager

Family Mosaic, Albion House, 20 Queen Elizabeth Street, London SE1 2RJ

Tel: 020 7089 1000

Old Oak HA residents - Please contact your local office for guidance

All types of complaints: Director of Old Oak

Old Oak House, 43-45 Erconwald, London, W12 0BP

Tel: 020 8743 5486

Charlton Triangle residents- Please contact your local office for guidance

All types of complaints: Director of Charlton Triangle

9-10 Cedar Court, Fairlawn, Cherry Orchard Estate, London. SE7 7EH

Tel: 020 8319 8870

Where else can I get help?

Your local MP or councillor may be able to help you. You can also get independent advice from a solicitor, a Citizens' Advice Bureau, law centre or housing aid and advice centre.

We have also developed a programme for those tenants who do not have a friend or family member to help them by providing a trained and independent customer representative from either our active resident groups or from Family Mosaic staff.

This is subject to availability. They are not advocates but can help guide you through the complaints process.

Please contact the Customer Relations Management Team to discuss your needs.

Care and Support

If you are a customer receiving Care or Support whose complaint is about a care and support service for which Family Mosaic is responsible you can ask the local authority which funds the service to investigate.

You can request details of how to complain to the appropriate local authority from the Service Manager for your service.

You can also approach your regulator or the Care Quality Commission.

You can also ask our staff to suggest a specialist service for you to contact to provide an advocate such as MIND, Age Concern or a youth service for example.

Text Relay Service

If you have a speech or hearing impairment, you can contact us free using the Text Relay Service. For more information on this service, you can contact them directly by

Text phone - 18001 0800 7311 888

via their website - www.textrelay.org

or by writing to them at - Text Relay
PO Box 284 Liverpool L69 3UZ

Our Offices

We have over 22,000 homes across London and Essex.



Number of homes



H: Hackney
I: Islington
H&F: Hammersmith & Fulham
K&C: Kensington & Chelsea
W: Westminster

1

Head Office

Albion House,
 20 Queen Elizabeth
 Street,
 London, SE1 2RJ

2

Essex North

Rowan House,
 33 Sheepen Road,
 Colchester, Essex, CO3
 3WG.

3

Essex South

Pembroke House,
 Northlands Pavement,
 Pitsea,
 Essex, SS13 3DU.

4

Arcola Street

9 - 13 Arcola Street,
 London, E8 2DJ.



Complaint Form

General information

Title Mr Mrs Miss Ms Other

Name

Address

Postcode

Home phone

Work phone

Mobile phone

Email

My complaint is about

Family Mosaic Family Mosaic Home Ownership

Complaint history

Have you discussed this with a member of staff? Yes No

If yes, please give their name

What is the nature of your complaint?

Please state what you think we did wrong or failed to do - please continue on a separate piece of paper if required.

How would you like us to sort out your complaint?

You don't have to answer this question, but any suggestions you make may make it easier for us to put things right.

Who did you first report the problem to? (e.g your Housing Officer)

When did you first report the matter to us?

Declaration

Signed

Date

Equalities Monitoring Form

Why do we monitor? We have a moral and legal responsibility to make sure that everyone is treated in the same way and is not discriminated against.

As part of our duty, we need to monitor who we are consulting with about our services. With this information we are able to:

- Better understand our tenants and service users to meet their specific needs
- Identify discrimination or barriers that affect people giving their views about our services

You can refuse to complete ALL or PART of this monitoring form.

Data Protection

All data is confidential and will only be used under the strict controls of the Data Protection Act 1998

Age Profile

- Prefer not to state
- 16 to 24
- 25 to 40
- 41 to 64
- 65+

Gender

- Prefer not to state
- Male
- Female
- Transgender

Ethnic Origin

White

- White British
- White Irish
- Other, please specify

Mixed

- White & black Caribbean
- White & black African
- White & Asian
- Other, please specify

Black or black British

- African
- Caribbean
- Other, please specify

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other, please specify

Other ethnic group

- Other, please specify

Gypsy , Romany or Irish Traveller

Faith

- Prefer not to state
- Don't know
- Christian
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other faith
- No faith

Sexual Orientation

- Prefer not to state
- Don't know
- Heterosexual / straight
- Bi-sexual
- Gay man
- Gay woman / Lesbian

Disability

Do you consider yourself to have a disability?

- Prefer not to state
- Yes
- No

Please tick below which best describes your impairment

- Blind
- Profoundly Deaf
- Speech Impairment
- Limited Mobility
- Wheelchair User (Partial)
- Wheelchair User (Full)
- Partially Sighted
- Partial Hearing

- Learning Difficulties
- Co-ordination Difficulties
- Mental Health
- Progressive disability / Chronic illness
- Other, please specify

Language

Do you have difficulty understanding written or spoken English?

- Prefer not to state
- Yes
- No

If the answer was yes, what language or medium do you require?

- Amharic
- Arabic
- Bengali/Sylheti
- Chinese
- French
- Gujarati
- Greek
- Hausa

- Hindi
- Ibo
- Italian
- Punjabi
- Spanish
- Tamil
- Twi
- Turkish
- Urdu
- Vietnamese
- Yoruba
- Braille
- Audio CD or cassette
- Large Print
- British Sign Language
- Other, please specify

Talking your language

Bengali

এই দস্তাবেজটি অভিযোগ দাখিল করার সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে হেল্প, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

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.

Turkish

Bu belge nasıl şikayet edileceği konular hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

French

Ce document contient des informations sur les procédures de réclamation. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Este documento proporciona información sobre cómo poner una queja. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Vietnamese

Tài liệu này cung cấp thông tin về việc khiếu nại. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about making a complaint. If you need any part of this document in **large** print, Braille, on CD or explained in your own language please contact us on 0300 123 3456.



Printed on FC paper
from mixed sources
including recycled

Albion House
20 Queen Elizabeth Street
London SE1 2RJ

Version 1: First published: Feb 2011, Last revised: Oct 2011