



# Complaints, comments and compliments



Developing neighbourhoods in Preston



## The Housing Ombudsman Service

If you are not happy about the way CGA dealt with your complaint you can contact the Housing Ombudsman Service whose contact details are:

Address:  
Housing Ombudsman Service,  
81 Aldwych,  
WC2B 4HN.

Telephone: **020 7421 3800**

Lo-call: **0845 7125 973**

Minicom: **020 7404 7092**

Fax: **020 7831 1942**

E-mail: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

The Housing Ombudsman Service is an independent body which may decide to investigate your complaint further. The Ombudsman will review how your case has been handled and whether the CGA has failed in its duty.

The Ombudsman will normally insist that you have followed the CGA's complaints process, to the final stage, before accepting your referral.

## Customer Feedback

Your feedback is very important to the CGA as the information that you provide will help us improve our future services to all our customers.

Following our response to your complaint you will be sent a “Customer Feedback Form” to comment on the service you received from the association.

The CGA also welcomes any comments about the services that we provide, not just when a complaint is being dealt with.

Tenant involvement is at the heart of the CGA’s work. Residents on our estates can influence the association’s work in numerous ways including :

- suggesting how services should be delivered locally
- taking responsibility for how some services are delivered to neighbourhoods
- setting up community organisations ranging from toddler groups to new businesses
- developing new links with partners to tackle local issues together

If you would like to get involved please contact the Community Empowerment Team for an informal discussion on **0800 953 0213** or tick the box below.

Please could you send me information as to how I could get involved with the Community Gateway Association

*Continue overleaf...*

*Customer Feedback Continued...*

**Community Gateway Association (CGA)  
Complaints, comments and compliments form**

**Name** .....

**Address** .....  
.....  
.....

**Phone number** .....

**E-mail** .....

**Details** .....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**Signature** .....

**Date** .....

## Ethnicity And Diversity Monitoring

One of the aims of the Community Gateway Association is to “put our diverse communities at the heart of all we do”. In order to help the association fulfil this value we are constantly reviewing our ethnicity and diversity information to ensure that we give the best possible service to everyone .

The Community Gateway Association would be grateful if you could spend a few minutes completing this questionnaire. All information provided is treated confidentially. Information is retained by the Community Gateway Association for monitoring purposes only and is not disclosed to any external agency or person(s).

**1. Please state what you consider to be your ethnic origin.** (Please tick one box only)

- |  |  |   |
|--|--|---|
| White British <input type="checkbox"/>   | White Irish <input type="checkbox"/>                         | White – other background <input type="checkbox"/> |
| Black or Black British African <input type="checkbox"/>                            | Black or Black British Caribbean <input type="checkbox"/>    |   |
| Black or Black British other <input type="checkbox"/>                              | Asian or Asian British – Indian <input type="checkbox"/>     |   |
| Asian or Asian British – Pakistani <input type="checkbox"/>                        | Asian or Asian British – Bangladesh <input type="checkbox"/> |   |
| Asian or Asian British – other Asian <input type="checkbox"/>                      | Mixed White and Black African <input type="checkbox"/>       |   |
| Mixed White and Black Caribbean <input type="checkbox"/>                           | Mixed White and Asian <input type="checkbox"/>               |   |
| Mixed any other mixed background <input type="checkbox"/>                          | Other ethnic origin – Chinese <input type="checkbox"/>       |   |
| Other ethnic origin - other groups (please specify) <input type="checkbox"/> ..... |  |   |

**2. Please state what you consider to be your faith** (Please tick one box only)

- |   |   |                                      |
|---|---|--------------------------------------|
| Prefer not to give <input type="checkbox"/> | Bahai <input type="checkbox"/>                        | Buddhist <input type="checkbox"/>    |
| Christian Faiths <input type="checkbox"/>   | Hindu <input type="checkbox"/>                        | Judaism <input type="checkbox"/>     |
| Muslim <input type="checkbox"/>             | Pagan <input type="checkbox"/>                        | Rastafarian <input type="checkbox"/> |
| Sikh <input type="checkbox"/>               | Other (please specify) <input type="checkbox"/> ..... |                                      |

*Continue overleaf...*

## ***Ethnicity And Diversity Monitoring Continued...***

### **3. What is your main language preference?** (Please tick one box only)

- |   |                                    |                                   |
|---|------------------------------------|-----------------------------------|
| Bengali <input type="checkbox"/>                      | Cantonese <input type="checkbox"/> | English <input type="checkbox"/>  |
| French <input type="checkbox"/>                       | German <input type="checkbox"/>    | Gujarati <input type="checkbox"/> |
| Hindi <input type="checkbox"/>                        | Italian <input type="checkbox"/>   | Mandarin <input type="checkbox"/> |
| Polish <input type="checkbox"/>                       | Punjabi <input type="checkbox"/>   | Urdu <input type="checkbox"/>     |
| Other (please specify) <input type="checkbox"/> ..... |                                    |                                   |

### **4. By which method would you prefer the Community Gateway Association to contact you?**

- |   |   |   |
|---|---|---|
| E-mail <input type="checkbox"/>                       | Letter <input type="checkbox"/>           | Personal visit <input type="checkbox"/> |
| Telephone <input type="checkbox"/>                    | SMS text message <input type="checkbox"/> | Translator <input type="checkbox"/>     |
| Other (please specify) <input type="checkbox"/> ..... |   |   |

### **The next 2 questions ask if you have any special needs or disability.**

### **5. Do you consider yourself to have a disability/impairment?**

(please tick as many boxes as necessary).

- |   |  |  |
|---|--|--|
| Mobility <input type="checkbox"/>                     | Hearing <input type="checkbox"/>         | Partially sighted <input type="checkbox"/> |
| Vision <input type="checkbox"/>                       | Wheelchair user <input type="checkbox"/> | Literacy <input type="checkbox"/>          |
| Other (please specify) <input type="checkbox"/> ..... |  |  |

### **6. Other needs**

- |   |   |
|---|---|
| Knock loudly <input type="checkbox"/>                 | Wheelchair access required <input type="checkbox"/> |
| Other (please specify) <input type="checkbox"/> ..... |   |



The Community Gateway Association (CGA) is committed to providing a world class service to all our customers, but despite our best efforts we can sometimes get things wrong.

The CGA wants to ensure that as a valued customer you have a chance to comment on the service we provide, where we are getting it right and where we could improve.

## Complaints

When something goes wrong we do want to hear from you. We understand that you will not be happy if we have:

- failed to follow our policies and procedures
- provided wrong or misleading information
- failed to deliver on our promises
- treated you unfairly or discourteously
- taken too long to deal with an issue without good reason
- shown bias or inequality of treatment.

This list is not comprehensive, if you feel that you have grounds for a complaint please tell us so that we can investigate.

The CGA won't accept a complaint if:

- it is the first time you have reported an issue and haven't given us a chance to sort this out.
- it is an aspect of general law that the organisation has correctly applied
- the problem has occurred with people or bodies over whom we have no control
- we have applied our policies and procedures correctly
- we are already dealing with items that are, or will become, the subject of court, tribunal or insurance business.

Again, this list is not comprehensive if you are unsure please contact us.



## Making a complaint

There are a number of ways that you can make a complaint to the CGA:

- You can write to the CGA's head office at:

### Freepost RLZG-KHYJ-BUTU,

Community Gateway Association Ltd,  
Deltic House, West Strand,  
Preston PR1 8UY

Or you can complete the form on the back of this leaflet and return it to us at the same address. No stamp is required.

- By telephone - 0800 953 0213.  
This is a freephone number from UK landlines. (Please note that you will be charged if phoning from a mobile phone. Mobile rates vary.) Your complaint will be forwarded to the Complaints Officer to investigate.
- By e-mail:  
[complaints@communitygateway.co.uk](mailto:complaints@communitygateway.co.uk)
- In person at any CGA office

The CGA may be able to deal with your complaint or concern at the initial point of contact.

You can also ask the Gateway Tenants' Committee (GTC) for help, information or support if needed. The GTC can be contacted via the Community Empowerment Team through the CGA's contact methods already supplied.

### Community Gateway Association

Deltic House, West Strand,  
Preston PR1 8UY  
t: 0800 953 0213

Opening hours 9.00am to 5.00pm  
Monday to Friday

### Select Move Property Shop

Unit 17/19 St John's Centre,  
Lancaster Way, Preston PR1 1FB  
Opening hours 9.00am to 5.00pm  
Mon, Tues, Weds, Friday  
and 10.00am to 6.00pm on Thursday

If you live in the Moor Nook area you can also speak to the

### Moor Nook EMB

Langden Drive, Ribbleton, Preston  
t: 01772 268005

Opening hours 9.00am to 12.30pm  
Monday to Friday

Other contact details:

e: [complaints@communitygateway.co.uk](mailto:complaints@communitygateway.co.uk)  
w: [www.communitygateway.co.uk](http://www.communitygateway.co.uk)



## What happens to your complaint ?

The Complaints Officer will decide if your complaint can be accepted under the Complaints Policy.

If your complaint is accepted it will go to Stage 1 of the procedure:

### Stage 1

- We will write to you acknowledging receipt of your complaint within 1 working day.
- You can expect a response within 10 working days from the date you complained.
- We will tell you the name of the investigating officer who will be writing to you.
- The investigating officer will inform you if your complaint cannot be dealt with in the time limit and explain why.

If you are not satisfied with our first reply you can request for your complaint to be taken to Stage 2 of the procedure which is investigated by a senior manager of the CGA.



## Stage 2

- We will write to you within 3 working days acknowledging that we have received your request
- We will inform you who is dealing with your complaint
- The investigating officer will research your complaint and inform you within 15 working days of their decision.
- The investigating officer will inform if your complaint cannot be dealt with in the time limit and explain why.

If you are not happy with the decision you can take your complaint to Stage 3 of the procedure.

## Stage 3

Stage 3 complaints are dealt with by the CGA's Chief Executive or one of its Directors

- We will write to you within 3 working days acknowledging that we have received your request
- Within 10 working days we will write inviting you to attend a panel meeting. The panel will include the Chief Executive or Director dealing with your complaint and up to 3 CGA Board members.
- You will have the opportunity to explain your case to the panel or have a friend, representative or Gateway Tenant Committee member speak on your behalf
- You will get a least 5 days notice before the panel meeting is held.