A photograph of a woman with short, styled white hair and glasses, wearing a bright yellow sleeveless top. She is smiling and looking down at a laptop screen. The image is framed by large, overlapping circles in shades of blue, green, and yellow. In the bottom right corner, there is a circular graphic with orange diagonal stripes.

Resolving Complaints

www.eastlighthomes.co.uk

- 1 Introduction
- 2 Raising and resolving issues
- 3 What happens next?
- 4 What if I am unhappy with the outcome?
- 5 Compensation
- 6 How do I find out more?
- 7 Contacting us

Introduction



Eastlight Community Homes is committed to providing you with an excellent customer service. We want to hear what you think so we can shape our services around your needs.

If you feel something isn't right, we will listen to you and see your comments as a positive opportunity to resolve any issues and improve our services, together.

Raising and resolving your concerns



If you are unhappy with our service in any way, please let us know (see contact details on page 3). We will look at what went wrong, seek to put it right as quickly as we can, and, where possible, put actions in place to improve our services for the future.

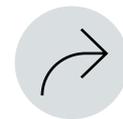
Complaints can be made in any way that you choose and can also be made confidentially or anonymously.

We have two categories of complaints. These are:

1. **Expressions of dissatisfaction**, for concerns or issues that can be quickly resolved
2. **Complaints**, for issues that may be more serious or require more detailed investigation.

If you require more detail about the process, a copy of our Complaint and Resolutions Policy is available on our website or upon request.

What happens next?



The category will be agreed when you contact us. Expressions of dissatisfaction will be investigated, and we will aim to respond to you with a resolution within two working days. If you don't feel your issue has been resolved, you may wish to escalate this to a complaint.

Complaints are acknowledged in writing no later than two working days after you raise your concerns. The acknowledgement will include a complaint reference number and the name of the staff member who will be handling the complaint. We will investigate and provide a full written response within ten working days of your complaint being registered, or, if we are unable to, we will agree an acceptable timescale for reply with you.



What if I am unhappy with the reply?



If you don't feel your issue has been resolved, you will be given details to contact our Resolutions Team to agree the next steps. This could include referral to a more senior staff member, or a further referral to a Panel Review meeting if you're still not happy with the outcome. The Panel Review would be arranged and monitored by the Resolutions Team and include Eastlight residents and members of Eastlight's Board. It will be held within 20 working days of the request being made.

If you remain unhappy with the outcome of the Panel Review, in line with the Housing Ombudsman code, you will be given details of how to refer your complaint to a designated person or to the Housing Ombudsman.

The Housing Ombudsman is set up by law to look at complaints about registered housing providers. The service is free, independent and impartial. The Ombudsman self-assessment information is on our website.

Compensation



We know sometimes a service issue could put you out of pocket for a short period of time. If you feel you have had to pay for something which Eastlight or our contractors are responsible for, please contact us with details of the costs incurred.

If compensation is sought for items within your home, please ensure that the claim is referred to your Home Contents insurance provider in the first instance. If we have contributed to your loss, we will be happy to consider reimbursing any excess that may apply to your policy.

We aim to reply to your compensation request within 10 working days. If you are dissatisfied with the outcome, you have the right to make a complaint, which will be handled in accordance with our Complaint and Resolutions Policy.

How do I find out more?



If you require more detail about the process, a copy of our Compensation Policy is available on our website or upon request.

Compliments

We value positive feedback too, as it helps us to understand what is important to you.

Contacting us

Your options for getting in touch include:

- **Email:** customer.services@eastlighthomes.co.uk
- **Phone:** 0330 128 0330
- **Text:** 07860 024 511
- **Facebook:** [facebook.com/eastlighthomes](https://www.facebook.com/eastlighthomes)
- **Twitter:** twitter.com/EastlightHomes

Need this information in a different format or language? Please let us know.

We really value your comments, compliments and complaints. Your feedback helps shape the services we provide to you.