AN EASY-TO-READ SUMMARY OF COMPLAINTS AND DISREPAIR POLICY

This easy-read guide is about how to make a complaint or a disrepair claim about GCH services

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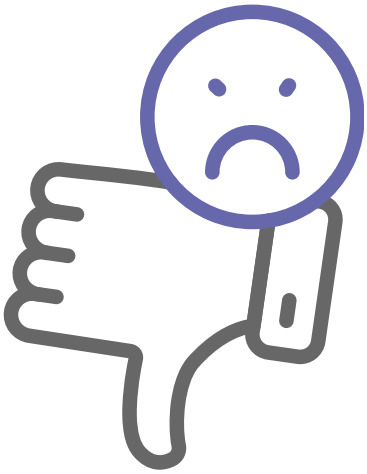
Business Information provided by Gloucester City Homes

About this guide

This guide explains how to make a complaint or tell us about disrepair. It tells you what we mean by a complaint and disrepair, what happens at each stage, and where you can get help if you are not happy with our response.
This guide is for GCH customers and anyone who supports them.

This is an easy to read version of our full **complaints and disrepair policy**

What is a complaint?



A complaint is when you tell us you are **unhappy about a service** and you would like us to talk to you about it.

You may be unhappy because:

- GCH did something you think we shouldn't have done.
- GCH did not do something you think we should have done.
- GCH did something in the wrong way.

What is disrepair?

Disrepair means parts of your home are broken, damaged, or not working properly because repairs have not been done. This might affect your safety or health.



How to make a complaint

If you need to make a complaint you can **contact GCH** by:

Phone 01452 424344

email: complaints@gch.co.uk

Write to us:
Gloucester City Homes, Railway House,
Bruton Way, Gloucester GL1 1DG

Facebook at @gloscityhomes

Tell us what has happened and the effect it has had on you.



When we receive your complaint, we will contact you in **5 working days**, to let you know that we have logged your complaint

Stage 1 complaint

We will try to **answer** within **10 working days**



If we need more time, we will tell you.



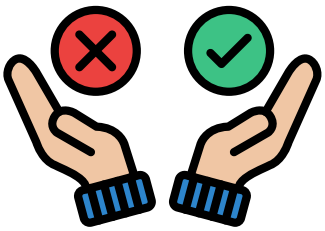
A complaint handler will contact you. They will talk to you about your complaint and explain how GCH can help.

They will ask if you need any **reasonable adjustments.**
This means any extra support to help you use our service.

We will ask **how often** you want us to contact you while we look at your complaint.

We will send you a **complaint response.** It will include:

- What your complaint was about
- Our **decision**
- What we will do if we need to put things right.

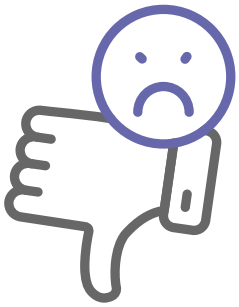




If we need to do repair work to put right your complaint, we will **agree a time** with you.

Stage 2 complaint

If you are unhappy with your Stage 1 complaint response you can tell us you want to make a Stage 2 complaint.





We will contact you within **5 working days** to confirm that we have moved your complaint to Stage 2.

A different manager from GCH will look at your complaint to see if we made the correct decision.





They may get in touch with you to hear more about your complaint.



We will tell you their decision within 20 working days.



If we need to do repair work to put right your complaint, we will **give you a case manager** to support you. They will make sure the work is carried out and completed.

Housing Ombudsman



The Housing Ombudsman is a free independent service that looks at complaints about housing providers.

In some cases, GCH may decide to refer your case to the Housing Ombudsman.

Or if you are still not happy with how we have dealt with your complaint after Stage 1 and 2 are complete, you can contact the Housing Ombudsman directly yourself.



The Ombudsman will investigate your complaint. They will write to you and to GCH to recommend how to resolve the complaint.

Phone 0300 111 3000

email: info@housing-ombudsman.org.uk

Write to:
Housing Ombudsman Service,
PO Box 152 Liverpool L33 7WQ

Fax: 020 7831 1942