



HOUSING EXECUTIVE

# How to make a complaint

Using your complaint  
to improve our services



Northern Ireland  
**Housing** Executive

03448 920 900

[www.nihe.gov.uk](http://www.nihe.gov.uk)



We, the Housing Executive, see complaints as an opportunity to learn and improve our services.

We are committed to:

- Putting you first;
- Providing a high quality customer service;
- Dealing with your complaint quickly and fairly;
- Keeping you informed about your complaint and doing everything we can to help you;
- Keeping all the information you give us confidential;
- Explaining our decision; and
- Using complaints and feedback to review and improve our services.



## Are you unhappy with any of our Services?

We are committed to providing the best quality service to all our customers in line with the principles of the Customers Charter.

Our staff try to deal with everyone helpfully and fairly, but sometimes things can go wrong. If they do, we need to know so that we can put them right and learn from them.

## What should I do if I have a problem?

We want to sort out problems quickly and locally. If you have a problem please contact your local office where staff will try to help. Your local office staff will try to settle your complaint straight away.

## What should I do if I am still not happy?

If your local office has not been able to put things right for you, you can then use our formal Internal Complaints System.

There is a complaints form at the back of this booklet or you can phone, write or email the complaints officer for your area.

## What is a Formal Complaint?

A complaint is when you are not satisfied with a decision we have made or any work we have done or the manner in which the service was provided.

Some examples are if:

- you receive a poor quality service;
- you believe that we have not fully considered your case;
- we do not deliver a service on time;
- we give you incorrect, or not enough, information;
- you have a complaint about a member of staff.

# There are 2 Stages to the internal complaints system

## STAGE 1

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Your local area, grants or land and property manager will deal with Stage 1 complaints and hopefully this will sort out your problem.

### Housing

If your complaint is about repairs, rehousing, housing benefit, neighbours or scheme related work you should contact your area manager at the area office. All the addresses you will need are at the back of this booklet.

The area manager may decide to:

- ask your district manager to examine your case;
- ask you for more information; or
- carry out a full investigation of your complaint under Stage 1.

The area manager will write to you to let you know how he or she is going to deal with your complaint. This may involve an officer arranging to meet you or visit your home.

### Grants

You should contact the Grants Manager for your area. The addresses are at the back of this booklet.

### Buying or selling your house or land

You should contact the Land and Property Manager. The addresses are at the back of this booklet.

## STAGE 2

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Although we try to sort out your complaint at Stage 1, unfortunately sometimes this will not be possible.

If you are not satisfied with the outcome of the 1st Stage investigation you may then ask the Chief Executive to conduct a thorough independent investigation of your complaint.

We will write to you to confirm that we have received your complaint.

You can expect to receive the Chief Executive's response within 15 working days. If your case is complicated it may take longer to investigate and we will write to tell you if there is going to be a delay.



## Standards of Service

The Housing Executive aims to deal with all complaints within 15 working days.

Currently we achieve this in over 90% of all cases.

## Using your complaint to improve services

To help us do this, please tell us your views on how we handled your complaint.

We will write to you after we have dealt with your complaint and we will welcome any comments which may help us to deal with complaints more efficiently.

## The Chief Executive

Paddy McIntyre  
Chief Executive  
Northern Ireland Housing  
Executive  
The Housing Centre,  
2 Adelaide Street  
Belfast BT2 8PB

## The Ombudsman

If you are unhappy with the final outcome of your complaint, you may choose to ask the Ombudsman to investigate.

The Ombudsman, who is independent from the Housing Executive, will normally only deal with your complaint after you have gone through our Complaints System.

We will co-operate fully with the Ombudsman throughout the investigation.

The Ombudsman  
Freepost BEL1478  
Belfast BT1 6HN

Or Freephone  
0800 343424

## Useful addresses

### Area Offices

### Districts covered

Belfast Area Manager  
32-36 Great Victoria Street  
Belfast BT2 7BA

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All Belfast District Offices

South East Area Manager  
Strangford House  
28 Court Street  
Newtownards BT23 7NX

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Downpatrick, Lisburn, Dairy Farm, Bangor, Newtownards, Castlereagh

South Area Manager  
Marlborough House  
Central Way  
Craigavon BT64 1AJ

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Brownlow/Lurgan, Portadown, Armagh, Newry, Fermanagh, Banbridge, Dungannon

West Area Manager  
Richmond Chambers  
The Diamond  
Londonderry BT48 6QP

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Waterloo Place, Waterside, Collon Terrace, Limavady, Magherafelt, Strabane, Cookstown, Omagh

North East Area Manager  
Twickenham House  
Mount Street  
Ballymena BT43 6BP

Ballymoney, Coleraine, Larne, Ballymena, Antrim, Newtownabbey 1 & 2, Carrickfergus, Ballycastle

## Land and Property Offices

## Districts covered

Belfast Land & Property  
32-36 Great Victoria Street  
Belfast BT2 7BA

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All Belfast District Offices

North Area Land & Property  
Richmond Chambers  
The Diamond  
Londonderry BT48 6QP

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Waterloo Place, Waterside,  
Collon Terrace, Limavady,  
Magherafelt, Strabane,  
Cookstown, Omagh, Ballymoney,  
Coleraine, Larne, Ballymena,  
Antrim, Newtownabbey 1 & 2,  
Carrickfergus, Ballycastle

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South Area Land & Property  
Marlborough House  
Central Way  
Craigavon BT64 1AJ

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Downpatrick, Lisburn,  
Dairy Farm, Bangor,  
Newtownards, Castlereagh,  
Brownlow/Lurgan, Portadown,  
Armagh, Newry, Fermanagh,  
Banbridge, Dungannon

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## Homeless Advice Centre

Housing Services Manager  
32-36 Great Victoria Street  
Belfast BT2 7BA

# Grants Offices

# District Council Areas covered

North & West/South & East Belfast  
Laganview House  
95 Ann Street, Belfast BT1 3HH

Belfast

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Lisburn Grants Office  
4-6 Graham Gardens, Lisburn BT28 1AU

Down, Lisburn

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Ballymena Grants Office  
Twickenham House  
Mount Street, Ballymena BT43 6BP

Antrim, Ballymena,  
Moyle, Coleraine,  
Ballymoney

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Ballyclare Grants Office  
141 Mill Road, Ballyclare BT39 9DZ

Carrickfergus, Larne,  
Newtownabbey

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Derry Grants Office  
Carlisle House  
3 Horace Street, Derry BT48 6JS

Derry, Strabane,  
Limavady, Magherafelt

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Omagh Grants Office  
MacAllister House  
Woodside Avenue, Omagh BT79 7BP

Cookstown, Omagh,  
Dungannon

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Fermanagh Grants Office  
Riverview House  
15 Head Street, Enniskillen BT74 7DA

Fermanagh

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Dundonald Grants Office  
30 Church Road, Dundonald BT16 2LN

Ards, Castlereagh,  
North Down

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Newry Grants Office  
35/45 Boat Street, Newry BT34 2DB

Newry & Mourne,  
Banbridge

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Craigavon Grants Office  
Marlborough House, Central Way  
Craigavon BT64 1AJ

Armagh, Craigavon



# Equality Questionnaire

It is Housing Executive policy to provide a quality customer service to everyone regardless of religious belief, disability or racial group. In the pursuit of this policy, the Housing Executive strives to ensure complete fairness in the treatment of households and individuals. To help us to achieve this aim, it is important that we collect basic information for monitoring purposes.

While we hope that you will complete these details you are not obliged to do so.

## 1. Ethnic Origin of Household (tick one of the following):

- |  |   |
|--|---|
| <input type="checkbox"/> Bangladeshi     | <input type="checkbox"/> Irish Traveller    |
| <input type="checkbox"/> Black African   | <input type="checkbox"/> Mixed Ethnic Group |
| <input type="checkbox"/> Black Caribbean | <input type="checkbox"/> Pakistani          |
| <input type="checkbox"/> Chinese         | <input type="checkbox"/> White              |
| <input type="checkbox"/> Indian          | <input type="checkbox"/> Other              |

## 2. Religious composition of Household (tick one of the following):

- Protestant
- Roman Catholic
- Mixed Protestant & Catholic
- Other

## 3. Gender

- Male
- Female
- Other

## 4. Age group:

- |                                |                                |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 50-59 |
| <input type="checkbox"/> 25-49 | <input type="checkbox"/> 60+   |

## 5. Sexual Orientation:

- |                                   |                                       |
|-----------------------------------|---------------------------------------|
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Heterosexual |
| <input type="checkbox"/> Gay      | <input type="checkbox"/> Lesbian      |

## 6. Please tick any of the following that would apply to you:

- Addiction
- Communication Difficulties
- Learning Disability
- Mental Health
- Physical Disability
- Sensory Disability
- Other Disability
- None

Please visit our website:  
[www.nihe.gov.uk](http://www.nihe.gov.uk)

Please ask us if you would like this booklet in large print, on audio tape, in Braille, on disk or in an ethnic-minority language. Translation services and signers are also available.

Please contact the Information Department  
(028) 9031 8700

or via email:  
[info@nihe.gov.uk](mailto:info@nihe.gov.uk)

**Housing  
Executive**

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