



Housing
Executive

How to make a complaint

Using your complaint
to improve our services



03448 920 900

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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 possible 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 concerning housing, repairs or scheme work, please contact your local office where staff will deal with your complaint informally and 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 formal complaint is when you have already contacted your local office but are still not satisfied with a decision we have made, work we have done or the manner in which the service was provided.

Some examples are if:

- you receive a poor quality service, eg repairs;
- 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 two Stages to the internal complaints system

STAGE 1

Your Regional, Housing Benefit, Grants or Place Shaping Manager will deal with Stage 1 complaints and hopefully this will sort out your problem.

You can expect to receive a response within 15 working days.

If your case is complicated it may take longer to investigate. We will write to tell you if there is going to be a delay.

Housing

If your complaint is about repairs, rehousing or scheme related work you should contact your Regional Manager. All the addresses you will need are at the back of this booklet.

The Regional Manager may decide to:

- ask your area manager to examine your case; if they feel they have not had adequate opportunity to do so;

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

The Regional 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.

Housing Benefit

You should contact the Housing Benefit Manager for your area.

The addresses are at the back of this booklet.

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 Place Shaping Manager for your area. The addresses are at the back of this booklet.

STAGE 2

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.

Chief Executive
Housing Executive
2 Adelaide Street
Belfast
BT2 8PB



Standards of Service

The Housing Executive aims to deal with all complaints within 15 working days. The Housing Executive ensures the confidentiality of all complaints by adhering to the Data Protection Act 1998.

Using your complaint to improve services

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

We welcome any comments which may help us to deal with complaints more efficiently.

We would be grateful if you could complete and return the enclosed feedback form issued with each complaints response.

Contact numbers

Enquiries: 03448 920 900
Repairs: 03448 920 901
Benefits: 03448 920 902

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.

Northern Ireland Public
Services Ombudsman
Progressive House
33 Wellington Place
BELFAST
BT1 6HN

Freepost: Freepost NIPSO

Tel: (028) 9023 3821
Freephone 0800 344 34 24
Text Phone: (028) 9089 7789

Email: nipso@nipso.org.uk
Web: www.nipso.org.uk

Regional Offices

Areas covered

Belfast Regional Manager

32-36 Great Victoria St
Belfast BT2 7BA

North Belfast Area

West Belfast Area: West Belfast, Shankill

South and East Belfast

Lisburn and Castlereagh Area: Castlereagh, Lisburn Antrim Street,
Lisburn Dairy Farm

North Regional Manager

Twickenham House
Mount Street
Ballymena BT43 6BP

South Antrim Area: Antrim, Newtownabbey 1 & 2

West Area: Waterloo Place, Waterside, Collon Terrace, Strabane

Mid & East Antrim Area: Ballymena, Carrickfergus, Larne

Causeway Area: Limavady, Coleraine, Ballymoney, Ballycastle

South Regional Manager

Marlborough House
Central Way
Craigavon BT64 1AJ

Ards and North Down Area: Bangor, Newtownards

South Down Area: Downpatrick, Newry

South Area: Lurgan, Portadown, Banbridge, Armagh

South West Area: Omagh, Fermanagh

Mid Ulster: Dungannon, Cookstown, Magherafelt

Land & Regeneration Services

Areas covered

Belfast Place Shaping

2 Adelaide Street, Belfast BT2 8PB

All Belfast District Offices

North Place Shaping

Richmond Chambers , The Diamond
Londonderry BT48 6QP

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

South Place Shaping

Marlborough House
Central Way, Craigavon BT64 1AJ

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

Housing Benefit Offices

Enquiries: 03448 920 902

Belfast

32-36 Great Victoria Street, Belfast BT2 7BA

North East

Twickenham House, 59-71 Mount Street, Ballymena BT43 6BP

West Area

Richmond Chambers , The Diamond, Londonderry BT48 6QP

South East Area

28 Court Street, Newtownards BT23 7NX

South Area

Marlborough House, Central Way, Craigavon BT64 1AJ

Omagh

20 Woodside Avenue, Omagh BT79 7BP

Grants Offices

District Council Areas covered

Belfast Area

10-16 Hill Street, Belfast BT1 2LA

Belfast, Lisburn & Castlereagh, Ards and North Down

North East Area

Twickenham House, Mount Street, Ballymena BT43 6BP

Antrim and Newtownabbey, Carrickfergus, Larne, Ballymena, Ballymoney, Moyle, Coleraine

South Area

35/45 Boat Street, Newry BT34 2DB

Newry, Mourne and Mourne, Armagh, Banbridge and Craigavon

West Area

MacAllister House, Woodside Avenue, Omagh BT79 7BP

Cookstown, Omagh, Dungannon, Fermanagh, Derry, Strabane, Limavady, Magherafelt

Please visit our website:
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) 9598 2700

or via email:
information@nihe.gov.uk

Housing Executive

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