

Your views count

আপনার মতামতকে হিসাবের মধ্যে নেওয়া হয়
重視你的意見

તમારાં મંતવ્યો અગત્યનાં છે

Twoje zdanie się liczy

آپ کی رائے کی اہمیت ہے

**RESIDENT
APPROVED** ✓



The Government Standard

Your views count

We'd love to know if you have received great service, or if someone's been especially polite or helpful. That way we can thank the member of staff for treating you so well, and make sure the rest of our service is just as good.

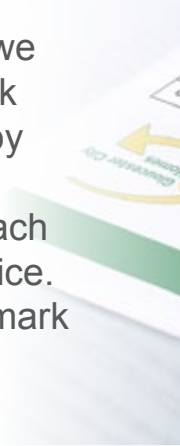
Comments and suggestions

We'd also like to know if you would like to make a general comment about our service or have any suggestions for how we can improve our services or save money.

It's equally important for us to know when something

has gone wrong so that we can sort things out and make sure it doesn't happen again.

One of the key ways we ask you what you think about our service, is by you completing 'Your Views Count' cards each time you use our service. All you need to do is mark



your scores on the card and add any comments good or bad. Just give us your house number and postcode so that we can identify you and reply if we need to, then pop the card

in the post. We pay the postage so you don't need to worry about a stamp.

We record and analyse all the feedback you give us to help us to improve our service and make sure it meets your needs.



Complaints

If you make a complaint about our service, we will deal with it as quickly as we can and put things right wherever possible.

You can tell us about your complaint in a variety of ways, just follow these simple steps.

How the complaints procedure works:

Informal Stage

Tell a member of our staff who will try and sort it out on the spot. We will still record it and put it into our feedback system to make sure we learn from any customer dissatisfaction and try to avoid it happening again in the future.

Formal Stage

Step 1

If you feel we haven't listened and learned then you may want to make a formal complaint in person or by:

- phone
- text
- letter
- e-mail
- face to face.

Or, get in touch with us via the GCH website or GCHTV - Looking Local on Sky, Virgin Media, Nintendo Wii or mobile phone.



We will:

- record your complaint and pass it to the right service manager so they can investigate and get back to you
- acknowledge your complaint within 1 working day
- send you a full response within 5 working days, or
- ask you for an extension of no more than 10 working days if your complaint is more difficult, and
- advise you how to take it further if you're still not happy.

Step 2: What happens if you're still not happy?

We will:

- acknowledge that you want a complaint review within 1 working day

- ask a senior manager or Director to independently review your complaint
- write to you again, with our response, within 5 working days, and
- advise you how to take it further if you're still not happy.

Step 3

If you're still not happy you can appeal.

We will:

- set up an appeals panel made up of Board members including a tenant
- invite you to meet the appeals panel to discuss your complaint at a time convenient for you. This will be within 28 working days of receiving your complaint

- write to you within 5 working days of the appeals panel meeting to tell you their decision.

If you're still not happy with how we have dealt with your complaint you can contact the Local Government Ombudsman who will investigate your complaint and how we have handled it.

The Ombudsman will carry out a full confidential investigation asking us to provide information to help make a decision. He will send us and you a letter setting out his decision and why he has made it. The Ombudsman will then recommend how to resolve the problem.

Local Government
Ombudsman
PO Box 4771
Coventry CV4 0EH

Telephone: 0300 061 0614
Fax: 024 7862 0001

If your complaint is about any of our supporting people services e.g. our lifelink emergency alarm services or our community scheme managers, you could also contact:

Gloucestershire County
Council
Supporting People Team
Community & Adult Care
Directorate
68 Westgate Street
Bearland Wing
Shire Hall
Gloucester GL1 2TR

Tel: 01452 426548
Fax 01452 427064
Email: spgloucestershire@gloucestershire.gov.uk

Here's how to tell us you're happy, make a comment or complain about our service:

Fill in a form

- ask for a form at our Southgate House office
- complete a form on-line at www.gloscityhomes.co.uk
- complete a form on GCHTV – Looking Local on Sky, Virgin Media, Nintendo Wii or mobile phone.

Send a letter to

Gloucester City Homes,
Atlantic Suite, Southgate
House, Southgate Street,
Gloucester GL1 1UB

Phone us

Call us on 0800 408 2000
or (for cheaper mobile
calls) 01452 530 636

Text us

Text us on 0778 148 2656

Email us

E-mail us at customer.services@gloscityhomes.co.uk

Tell us in person

Visit us at our Southgate House office (Monday to Friday 8.30am to 5.30pm) or at Matson One Stop Plus (Monday to Friday 9am to 12 noon).

Or ask us to come and see you.

Contacting us

Customer Services Team, Railway House, Bruton Way,
Gloucester, GL1 1DG

Customer Services Line: 0800 408 2000 (freephone)
or 01452 424344 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452833101 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu