

How to make a complaint

Information
for 
Solon residents



Call Solon
0117 924 4071

Solon aims to give a high quality service, but we realise that sometimes you might want to complain about something we have done or have not done.

What is a complaint?

A complaint is when you tell us you are not happy. This might be because:

- We do not deliver a service on time
- We give you the wrong information
- You receive a poor quality service
- You are unhappy with a member of staff

A complaint is not...

- A request for a service or for information
- A first report of a fault or defect
- A question about a Solon policy
- A problem with a neighbour – this is dealt with in another way

The Solon **complaints procedure** is available from the Solon office and on our website www.solonswha.co.uk

Improving our service

Solon monitors all complaints we receive and reports on these to the Solon Board and to residents. Following a complaint, we try to use what we have learned to provide a better service. We will notify you of any changes to services that are made following your complaint.

Most complaints to Solon are settled quickly. Once we understand the problem, we usually know how to solve it.

If you need a large print version of this leaflet please ring 0117 916 7768



What to do first

Before you make a complaint, try to speak to the person that you normally deal with at the Solon office. Most problems are sorted out quickly and easily this way.

How to complain

Please give Solon as much detail as possible so that we can act quickly. You need to contact us within 4 months of the problem happening and tell us:

- What happened
- When it happened
- Who was involved
- What you want Solon to do

You can contact us

- By telephone: 0117 924 4071
- In writing to:
Complaints Co-ordinator
Solon South West Housing Association
1 Newfoundland Court
St Paul Street
Bristol BS2 8AN
- In person: at the Solon office
- By email: solon@solonswha.co.uk

Our promise to treat you fairly

If you make a complaint to Solon you can expect us to take you seriously and treat you with respect. We will deal with your complaint as quickly as possible and in confidence, and we will keep you informed of progress at each stage. We will check that you are happy with the outcome and we will use your feedback to improve our service.

The Solon complaints procedure

Stage 1

We will acknowledge your complaint within three working days and we aim to sort out your problem in 10 working days. We will write to you to explain what we will do. All complaints are handled by a **senior manager**.

Stage 2

If you are not satisfied after Stage 1, you must contact Solon within 2 months. We will then refer your complaint to the **Customer Services Director**, who will reply within 10 working days.

Stage 3

If after Stage 2 you are still not satisfied, you can appeal the decision by contacting Solon within 2 months and have your case referred to the **Complaints Panel**, appointed by the Solon Board of Management and the Chief Executive.

After Stage 3...

If you are still not satisfied, you can refer your complaint to the **Independent Housing Ombudsman Service** at 81 Aldwych, London WC2B 4HN (Tel: 0300 111 3000). A leaflet on how to do this is available from the Solon office.

If a complaint is upheld...

- Solon will apologise to you
- We will take steps to put things right
- We will do our best to make sure the situation does not happen again

There may be times when we will pay **compensation**. We will write to you about this.

Translations

If English is not your first language
and you need a translation,
we can get one for you.

ALBANIAN

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

પો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि अँग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं

KURDISH

Heke îngilîzî zimanê we yê yekem nîne û pêwîstiya we bi wergêr heye, em dikarin yekî ji we re bibînin

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn kara.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.



Solon South West
Housing Association Ltd
1 Newfoundland Court
St Paul Street
Bristol BS2 8AN
Tel: 0117 924 4071
Fax: 0117 924 8816
Email:
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INVESTOR IN PEOPLE



business for neighbourhoods

www.solonswha.co.uk