

How to make your comment

You can make your comment in the following ways:

- In person to any member of staff
- Over the telephone
- On our Customer Comments form
- On the District Council's Customer Comments form
- By letter
- By email
- Via our website

Our contact details are on the back of this leaflet. It is better if you make your comment as soon as possible after the event you are commenting about.

If you need help to make your comment, a member of our staff can help you. You can also ask someone such as a friend or relative to comment on your behalf, but we will check they have your permission to do this.

General Enquiries:
0845 258 5550

Repairs Freephone:
0800 561 0010

Emergency out of hours:
0800 561 0010

Our website address is
www.nshomes.co.uk

Email us at: housing@nshomes.co.uk

If you want to comment on services you receive please contact 0845 258 5550.

NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550

EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010

FAX:
01636 655514

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

REPAIRS FREEPHONE:
0800 561 0010

MINICOM:
01636 655960

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

www.nshomes.co.uk



Your Comments Count

Complaints
Compliments
Suggestions

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutró idioma ou formato, ou se necessita de um intérprete, contacte-nos.

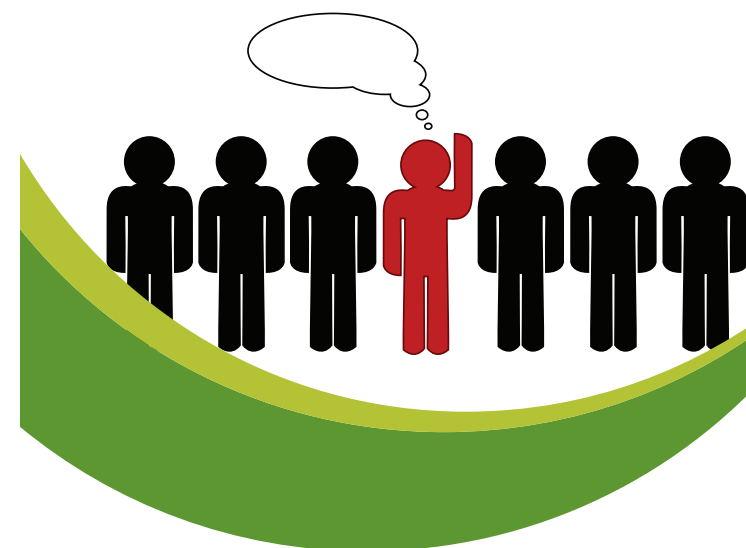
(Portuguese)



Signing

The Big Word
Translation Services

Audio Tape



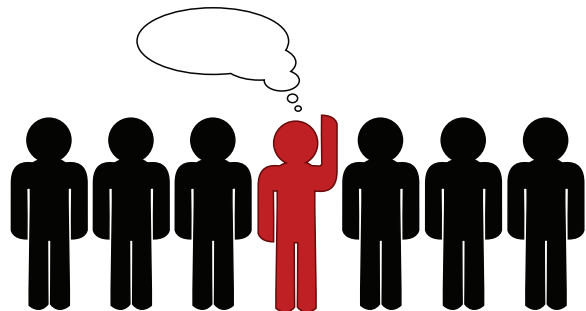
Your Comments Count

Complaints
Compliments
Suggestions

Newark and Sherwood Homes welcomes all kinds of comments from customers about the services we provide. We believe that your feedback will help us to further improve the things we do.

This leaflet tells you how to:

- Compliment us when things go well;
- Complain if something has gone wrong;
- Make a suggestion to help us improve our services.



"to deliver excellent Housing Services"

Complaints

Please tell us if something has gone wrong because we want to put things right and make sure the problem doesn't happen again.

When you contact us to complain, wherever possible we will try to solve the problem immediately without the need for a formal complaint.

We will contact you straight away to discuss the problem in detail. If we can't put things right quickly, your problem will become a formal complaint.

Where necessary a formal complaint will be considered at three stages:

- Investigation & Decision: by our Customer Access Managers
- Review & Final Decision: by a manager not previously involved
- Appeal: to the Tenant Panel

A named member of staff will keep in touch with you throughout and let you know what we are doing at each stage.

You will receive our response within 10 working days for an Investigation or Review. For an Appeal, your complaint will be considered at the next meeting of the Tenant Panel. These meetings take place approximately every eight weeks.

If you are dissatisfied with our response at any stage, please let us know as soon as possible so that we can discuss with you what to do next.

Please note that the following would not normally be treated as a complaint:

- A first request for a service or where enough time hasn't passed for such a request to be met
- A complaint about another resident
- A complaint about a service we don't provide
- A request for information
- An explanation of a policy or procedure

Compliments

We really value positive feedback so if we have done something well, please tell us. We will pass on your compliment to the person or team responsible and aim to carry on providing the same high standard of service.

Suggestions

Please tell us if you have an idea of how we can improve our services. We will consider your suggestion and let you know if we use it to change our services.