



Great Places to Live

Getting Your Voice Heard



**We value everyone who
uses our services,
and we welcome all
feedback, complaints
or compliments.**

We want to hear from you!

p3charity.org



Complaint: an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.

We always try to get things right first time, but sometimes things go wrong and when they do we need you to tell us...

Speak to a member of staff who can help, if you want them to. We can follow this up, to find out what went wrong and put it right if we can. We will make sure your voice is heard. Consider these questions to help you make the most out of the process:

- What change do I want to make?
- What will be different?
- What is my goal?



Talk to us

If we do get it right, we would love to hear your feedback. Your experience can help us improve our P3 services!

P3 Housing: Making a Complaint

If you are a tenant with P3 Housing and wish to make a complaint about your home or the services we (or a contractor) have provided or the way in which it was delivered, follow the 2 stages below.

We also recognise complaints can come in many forms without the term 'complaint' being used such as from our customer surveys or you believe we have not met our service standards.

Stage one

Complaints can be made in a range of ways:

- In writing to our registered address below, or using our feedback app: Eagle House, Cotmanhay Road, Ilkeston, Derbyshire, DE7 8HU
- By phone: 0115 8508190 or by email: info@p3charity.org
- In person to any P3 Housing or Charity colleague.
- To a local Member of Parliament or local authority Councillor.

We aim to resolve your complaint within 5 days, otherwise view Stage two.

Stage two

- If resolution is not possible, you can request for it to be reviewed by the Head of Housing or a senior manager. This request should be made within ten working days of the Stage one decision.
- Once these two stages have been completed if you are still dissatisfied with the outcome of your complaint, all tenants of P3 Housing have the right to contact the Housing Ombudsman to discuss their complaint.
- Further advice and support is available during any stage of the complaints process from the following organisation as appropriate: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ
- **Phone:** 0300 111 3000 or **visit:** www.housing-ombudsman.org.uk

You can always visit
our website:
p3charity.org



Service Requests

A service request is not a complaint, but a request from a tenant, to their landlord requiring action to be taken to put something right. All service requests are logged, monitored and reviewed regularly by the Head of Housing. If a tenant expresses their dissatisfaction with the response to their service request, even if it is on-going, a stage 1 complaint will be raised and fully investigated in line with this policy.

For more information, contact the P3 Head of Housing
Phone: 01158508190 **Email:** info@p3charity.org