

This is an Easy Read guide to compliments, complaints and comments about **Progress Housing Group's** services.



This leaflet tells you what to do if you think we are doing something well.

This is called a **compliment**.



This leaflet tells you what to do if you are not happy in your home.

This is called a **complaint**.



This leaflet tells you what to do if you think we could do something better.

This is called a **comment**.

How to tell us that you are happy



You can tell us when you think we are doing **something well**.

You can tell us if you think of a way that we can **make our services better**.

You can do this by:

- **Calling us:** 0333 320 4555, Monday to Friday, 8am to 6pm
- **Sending us an email:**
enquiries@progressgroup.org.uk
- **Visiting our website:**
www.progressgroup.org.uk/feedback
- **Using live chat:**
www.progressgroup.org.uk, Monday to Friday, 8am to 5pm
- **Writing to us:** Progress Housing Group, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW
- **Talking to us:** your housing officer or the Customer Voice Team will help you
- **Visiting us:** at our offices in Leyland, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW

How to tell us that you are not happy

We deal with complaints by following the Housing Ombudsman's Complaint Handling Code. This can be found on the Housing Ombudsman Service website at www.housing-ombudsman.org.uk



We want to know if you feel that:

- We did something **wrong**
- We did something that you think we should **not have done**
- We have not done something that you think we **should have done**

You can make a complaint by:

- **Calling us:** 0333 320 4555, Monday to Friday, 8am to 6pm
- **Sending us an email:** enquiries@progressgroup.org.uk
- **Visiting our website:** www.progressgroup.org.uk/feedback
- **Using live chat:** www.progressgroup.org.uk, Monday to Friday, 8am to 5pm
- **Writing to us:** Progress Housing Group, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW
- **Talking to us:** your housing officer or Customer Voice Team will help you. You can also visit us at Sumner House.



What will happen if you make a complaint?



We will look at **your complaint (Stage One)**.

We will **contact you** by letter or email within 5 days. You **will receive** a full written response within 10 working days.

You can tell us how you would like us to **contact you** by telephone, by email or by letter.

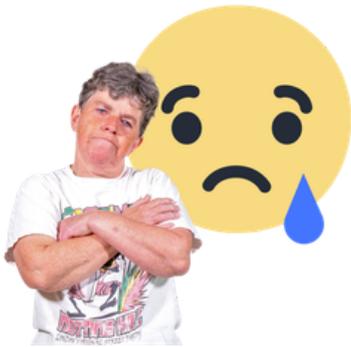


We will listen to what you are telling us and show you how we will try to **make things better**.



You can also have someone to deal with your complaint **on your behalf**, such as a friend, relative or Member of Parliament (MP).

What happens if you are not happy with what we say about the complaint?



Housing
Ombudsman Service

Local Government &
Social Care
OMBUDSMAN

You can ask us to look at your **complaint** again (**Stage Two**).

We will do this and will **contact you** by letter or email within 5 working days. You **will receive** a full written response within 20 working days.

If you are **still not happy**, you can ask someone else to speak with us about your complaint.

You can do this by asking a **Member of Parliament (MP)** or councillor.

There are also 2 ombudsman services that you can speak to for advice at any stage of our complaints process.

Housing Ombudsman Service

PO Box 1484

Unit D, Preston

PR2 0ET

Telephone: 0300 111 3000 - Monday to Friday, 9am to 5pm. Lines closed every Thursday from 3.30pm to 5pm

Website: www.housing-ombudsman.org.uk

Local Government & Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

Telephone: 0300 061 0614

Website: www.lgo.org.uk

Compensation and goodwill payments

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We will always try to give you a **good service**.

However, if you have problems because of our service and it is not your fault **we may offer** you compensation or a goodwill payment.

If we think you should get compensation, we will **talk to you**.



Thank you for reading this leaflet.

We hope you will keep giving us **feedback** so we can make our services **better** for all of our customers and tenants.