

### **Independent advice**

You may wish to seek advice from Sevenoaks Citizens Advice Bureau at Buckhurst Lane, Sevenoaks, Kent, TN13 1HW Tel: 0300 330 9001

### **Reasonable adjustment**

We will adapt our normal policies, procedures, or processes to accommodate an individual's needs as much as possible, where it is reasonable to do so. A copy of our reasonable adjustment policy is available from Rockdale Lodge or on our website [www.rockdale.org.uk](http://www.rockdale.org.uk).

### **Compensation**

The Association does not normally offer financial compensation for complaints. However, if you believe you have suffered a financial loss or a personal injury as a direct result of the Association's negligence, then compensation will be considered on receipt of a claim, although Rockdale makes every effort to avoid risks and situations which could result in claims for compensation for personal injury, or damage to possessions.

If you wish to make a claim please put this in writing to the Head of Housing stating the exact time, date and circumstances of the incident together with an estimate of the damage caused.

All complaints are kept under review for 3 months. Assuming there are no further occurrences, the complaint will be closed at this point. The complaints log is reviewed on a regular basis by the Senior Management Team and the Board of Trustees.

### **Get in Touch**

01732 458762

[enquiries@rockdale.org.uk](mailto:enquiries@rockdale.org.uk)

9am - 4.30pm Mon-Fri

Rockdale Lodge,

Rockdale Road,

Sevenoaks, Kent TN13 1JT



COMPLIMENTS  
AND COMPLAINTS

## Making a complaint

Rockdale is keen to hear what residents think about the services we provide and how these can be improved upon. We continually strive to offer a consistently high standard of service, but we appreciate that sometimes things can go wrong and you may wish to make a complaint.

In the majority of instances, problems can be resolved before they become a complaint, by talking to staff who will try and resolve the issue with you. However, if you are not happy with the way this was dealt with you may wish to take the matter further through our formal complaints process.

### Stage 1

If you are not happy that your concerns have been dealt with, you can make a complaint either verbally, or in writing to either the Head of Housing, who will acknowledge your complaint within 24 hours, or the next working day if over a weekend or bank holiday.

The Head of Housing will then investigate your complaint and respond in writing to you, unless otherwise agreed, within 10 working days. Please note that for any complaints received via social media, staff will contact you directly and not via social media to discuss the situation with you.

### Stage 2

If you still feel your complaint has not been dealt with, you can ask the Chief Executive to review the outcome of your complaint. This needs to be done within 10 days of receipt of outcome letter and you will receive a formal response within 10 working days.

Rockdale hopes that any complaints are resolved at Stage 1 or stage 2. However, should you remain dissatisfied following this, you can ask for a review of the case by the Housing Ombudsman Service. The Ombudsman will only investigate a complaint from a Rockdale resident or applicant after the Association's complaints procedure has been exhausted and this must be made within 6 months of Rockdale's process being concluded.

This service will deal with complaints from residents about the service they received from their Landlord. The service will not investigate complaints about infringements of law or policy guidance and any unfair or unreasonable behaviour by Housing Associations, including unreasonable delays in service.

You can contact the Housing Ombudsman Service at:  
Housing Ombudsman Service  
81 Aldwych  
London WC2B 4HN  
Tel: 0300 111 3000  
Lo Call: 0845 712 5973  
E-mail: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Web: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### The Housing Ombudsman defines a complaint as:

*“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.”*