

Complaints, Compliments and Suggestions



Working together to provide quality homes in a thriving community

Complaints, Compliments and Suggestions

Your feedback is important to us

At Ascham Homes we value your feedback, whether it's a complaint, compliment or suggestion, your views are important to us. If you are unhappy with the service you have received we want to know about it so that we can take steps to put things right. If you are happy with the work of our staff or someone has gone that extra mile, we want to hear about it. If you have a suggestion to make about the services we provide or our policies, please tell us.

Requesting a service

If your home requires a repair, and you are reporting this to us for the first time, we will treat this as a service request. To request a repair or to contact our other services please telephone Ascham Direct on 020 8496 4197 or email direct@aschamhomes.org.uk.

Making a complaint

There may be times when we get things wrong. If this happens we would like to hear from you so we have the chance to put things right and make sure that we learn from our mistakes. Our complaints procedure has two stages:

Stage one

Our Complaints and Service Improvement team acknowledge receipt of your feedback within five calendar days. We will tell you the name of the person who is dealing with your complaint, their contact details and the date you will receive a response.

The service area dealing with your complaint will reply to your complaint within 28 calendar days. If it is not possible to respond fully to your complaint within this target (e.g. because we need further information that is not available) we will write to you and explain why. We will tell you when we will be able to respond to your complaint.

Stage two

If you are not happy with our response at stage one, you have the opportunity to complain further to the Chief Executive of Waltham Forest Council, who will carry out an independent review of the actions taken by us. The council's Corporate Complaints team will acknowledge your letter within five days and your complaint will be reviewed within 35 calendar days.

Who can make a complaint?

Family members, advocates, or a friend who may be acting on behalf of our customers (with their written consent) may make a complaint. Anyone who has been affected by our services can complain if they are unhappy about our services, policies, procedures, or if they feel there has been unfair treatment.

Sending your complaint to Ascham Homes

Ascham Homes
Willow House
869 Forest Road
London
E17 4UH

Open 9am – 5pm, Monday to Friday

or

Ascham Homes
Billericay Office
16 Morris Avenue
Billericay
Essex
CM11 2JR

Open 9am – 11am, Tuesdays and Thursdays

Telephone

Complaints and Service Improvements Team
020 8496 4027 / 4079
Monday to Friday 9am to 5pm

Ascham Direct (24 hour service) 020 8496 4197
Billericay Office – 0845 3000 363

Fax

020 8496 4061

email

complain@aschamhomes.co.uk

website

www.aschamhomes.org.uk
completing the online complaints form

Who else can help me with my complaint?

The Local Government Ombudsman

If you are still dissatisfied with the council's stage two response, you have the right to escalate your complaint to the Local Government Ombudsman. The Ombudsman may be contacted online at www.lgo.org.uk or in writing to PO Box 4771 Coventry CV4 0EH or by email to advice@lgo.org.uk. You can also contact the LGO Advice Team for advice or to lodge a complaint by telephone 0030 061 0614 or 0845 602 1983 or by fax 024 7682 0001 or by texting 'call back' on 07624 804299.

Your local Councillor or Member of Parliament can help you make a complaint or complain on your behalf. Their details can be obtained from Waltham Forest Council on 020 8496 3000 or from their website www.walthamforest.gov.uk.

Other types of help

Law Centre

Telephone: 0845 345 4345

www.communitylegaladvice.org.uk

A Solicitor

Visit the Law Society

www.lawsociety.org.uk

Citizens Advice Bureau

Telephone: 0844 826 9696

www.citizensadvice.org.uk

www.adviceguide.org.uk

Walthamstow Citizens Advice Bureau
167 Hoe Street
Walthamstow
London
E17 3AL
Telephone: 08701 264 026

Leytonstone Citizens Advice Bureau
Greater London House
547 - 551 High Road
Leytonstone
London
E11 4PB
Telephone: 020 8988 9620
www.walthamforestcab.org.uk

Billericay Citizens Advice Bureau
Burghstead Lodge
143 High Street
Billericay
Essex
CM12 9AB

Wickford Citizens Advice Bureau
Gibraltar Walk
High Street
Wickford
Essex
SS12 9AX

Data protection declaration

The information you provide is used by Ascham Homes for monitoring service delivery and improvement purposes only. This information will be kept strictly confidential and we will only share it with Waltham Forest Council for monitoring purposes.

This 'Complaints, compliments and suggestion booklet' is for Waltham Forest residents. If you need an Interpreter to help you fill in this booklet please contact Ascham Direct on 020 8496 4197.

This 'Complaints, compliments and suggestion booklet' will also be made available upon request in the following formats, please ✓ the appropriate box.

Audio Tape

Braille

Large Print

Kjo broshure 'Ankesa, komplimente dhe sugjerime' është për banorët e Waltham Forest-it. Nëse keni nevojë për përkthyes që t'ju ndihmoj për ta plotësuar broshurën, ju lusim kontaktoni Ascham Direct në 020 8496 4197.

Albanian

إن كتيب الشكاوى والاقتراحات هذا مخصص لسكان والثام فورست. إذا احتجت لمترجم لمساعدتك في ملء هذا الكتيب فالرجاء الاتصال مع أسكام دايركت على رقم هاتف: 020 8496 4197.

Arabic

অভিযোগ, প্রশংসা এবং মতামতের এই বুকলেটটি হচ্ছে ওয়ালথাম ফরেস্টের বাসিন্দাদের জন্য। এ বুকলেটি পূরণ করার জন্য আপনার কোন ইন্টারপ্রিটার বা দো-ভাষীর দরকার হলে অনুগ্রহ করে এসচ্যাম ডাইরেক্ট-এর সাথে 020 8496 4197 নাম্বারে যোগাযোগ করুন।

Bengali

Ce dépliant intitulé « *Complaints, compliments and suggestions* » (réclamations, compliments et suggestions) s'adresse aux résidents de Waltham Forest. Si vous avez besoin d'un interprète pour vous aider à remplir ce dépliant, veuillez contacter Ascham Direct au 020 8496 4197.

French

'इहियादो, सूचनो अने अभिनंदन आपवा' विशेनी आ पुस्तिका वोल्धम फोरेस्टनां रडेवासीओ माटे छे. जो तमने आ पुस्तिका भरवामां मदद माटे दुभाषियानी जरूर होय, तो कृपा करीने अशडेम उधेईकटनो 020 8496 4197 पर संपर्क करो.

Gujarati

Este livrete, intitulado "Reclamações, elogios e sugestões", destina-se aos residentes de Waltham Forest. Se precisar de um intérprete para o ajudar a preencher este livrete, deverá ligar para o Ascham Direct através do número 020 8496 4197.

Portuguese

ਇਹ 'Complaints, compliments and suggestions' (ਸ਼ਿਕਾਇਤਾਂ, ਪ੍ਰਸ਼ੰਸਾ ਅਤੇ ਸੁਝਾਓ) ਕਿਤਾਬਚਾ ਵਾਲਥਮ ਫੋਰੈਸਟ ਦੇ ਨਿਵਾਸੀਆਂ ਲਈ ਹੈ। ਜੇ ਇਸ ਕਿਤਾਬਚੇ ਨੂੰ ਭਰਨ ਵਿਚ ਮਦਦ ਦੇਣ ਲਈ ਤੁਹਾਨੂੰ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਐਸ਼ਮ ਡਾਇਰੈਕਟ ਨਾਲ ਫੋਨ ਨੰਬਰ 020 8496 4197 'ਤੇ ਗੱਲ ਕਰੋ।

Punjabi

Warqadan Cabashada, amaanta iyo talooyinka waxa loogu talo galey dadka dagan Waltham Forest. Hadii aad rabto in turjumaan kaa caawiyo sida loo buuxiyo warqadan, fadlan la soo xidhiidh Ascham Direct 020 8496 4197.

Somali

Este folleto de quejas, alabanzas y sugerencias es para los residentes en Waltham Forest. Si necesita un intérprete para ayudarle a cumplimentar este folleto, contacte con Ascham Direct en el número 020 8496 4197.

Spanish

ਇੰਤ ਘੁਰਾਘੀਰੂਕਾਂ, ਵਾਝੱਤੁਰਾਕਾਂ, ਅਹੀਰੁਰਾਕਾਂ ਂਨੁਮੰ ਇੱਕਕਯੇਰੂ ਵੋਵਾਲੱਤਮੰਪੋਰਾਠਲੰਡੰ ਨਕਰੀਲੰ ਕੁਢਯੀਰੁੱਪੋਰੁਕੱਕੁ ਆਨਾਤਾਕੁਮੰ. ਇੱਕਕਯੇਰੂਢਲੰ ਂਲੰਨਾਵਰੁਰਾਠੰ ਪੁਰੁੱਤੁੱਤੀ ਸੇਢਵਠਰੁਕੁ ਂਰੁ ਮੋਮਾਝੀਪੇਢਠੰਪਾਠਰੁ ਂਠਵੀ ਂਲੰਕਲੁਕੱਕੁੱਤੰ ਠੇਠਵਯਾਕ ਇਰੁੱਠੰਤਾਲੰ ਠਯਘੁਸੇਢੁੱਤੁ ਅਲੰਠੁਰਾਮੰ ਢੁਰਾਠੰ ਂਢਲੰ 020 8496 4197 ਂਨੰਰੁ ਠੋਠਾਲੇਪੇਸੀਯੀਲੰ ਠੋਠਾਢਰੁੱਪੁ ਕੋਠਾਠੰਠਵੁਮੰ.

Tamil

“Şikâyetler, Övgüler ve Öneriler” başlıklı bu kitapçık Waltham Forest Belediyesi konut sakinleri için hazırlanmıştır. Bu kitapçıkta formu doldurmak için Türkçe bilen bir tercümana ihtiyacınız varsa, lütfen 020 8496 4197 numaraya telefon edip *Ascham Direct* ile iletişim kurunuz.

Turkish

یہ شکایات، ممنونیت اور تجاویز کا کتابچہ والتھم فاریسٹ کے رہائش کنندگان کے لئے ہے۔ اگر آپ کو اس کتابچہ کو مکمل کرنے کے لیے مترجم کی ضرورت ہے تو برائے کرم ایسٹیم ڈائریکٹ سے فون نمبر 020 8496 4197 پر رابطہ قائم کریں۔

Urdu

Resident's name: _____

Resident's address: _____

Telephone number: _____

Complaints & Service Improvements Team, Ascham Homes,
Willow House, 869 Forest Road, Walthamstow, London, E17 4UH

Ascham Homes complaint, compliment and suggestion procedure

Please fill in this section using black ink and tear off this side.

This is a self-sealing envelope. Moisten the gummed edges and seal.

If you have an additional piece of paper, please fold it and place inside the envelope prior to sealing. Thank you.

Your details:

Mr/Mrs/Ms/Other:

Address:

Daytime telephone number: _____

Email address: _____

If you have a complaint, have you contacted Ascham Homes before about the issue?

Yes No tell us when you contacted us before:

How did you make your complaint?

telephone

in writing

in person

via the

email

Ascham Homes website

Your signature: _____

Today's date: _____

