



IDS aims continually to improve its service and welcomes feedback, whether good or bad, on any aspect of its work. Customers' comments help us to improve and provide better services.

COMPLIMENTS

It is encouraging to hear when tenants are pleased with our services. It helps us to identify what works well for our customers. This can be as important as bad news when it comes to improving services. You can pass on comments by telephone, write or email any member of staff.

COMPLAINTS

If you feel that we have:

- failed to fulfil our responsibilities, carry out a policy or provide a service;
- failed to achieve our stated standards of service;
- failed to take into account matters that we ought to have done when coming to, or implementing a decision;
- acted with bias or discrimination.

Then you should complain to us.

If you disagree with (or refuse to accept) a rule, service standard or stated policy of IDS it is not recognised as a complaint.

How should a complaint be raised with us?

→ STAGE 1

When you first experience a problem it is best to raise it immediately with the relevant member of staff or department. Most problems are resolved quickly this way.

You can contact us by whichever means you feel most comfortable with, in person at your estate office or head office, by telephone, letter, email or fax.

Independent help is available from Citizens' Advice Bureau or a Solicitor.

Talking about the problem with your friends or family may also be helpful.

How will we handle your complaint?

If your complaint cannot be resolved immediately, we will write to you within 5 working days explaining that your complaint is being investigated. You will hear from us again with a full response within the time periods set out in the Complaint Policy.

Your complaint will be treated in the strictest confidence at all times.

→ STAGE 2

You can refer your complaint back to us to be dealt with by the relevant Director. You will receive a response within 10 working days.

COMPLAINTS CONTINUED

→ STAGE 3

If you feel that your complaint has still not been resolved satisfactorily, you can ask the Chief Executive to investigate. The Chief Executive will respond to you within 15 working days.

→ STAGE 4

If the matter remains unresolved, you or the Chief Executive may decide to refer the matter to the Board of Management. The Board will convene a panel to review the complaint and how it was dealt with, to which you will be invited. The panel will write to you on behalf of IDS with their decision within 30 days of their meeting.

If, after following IDS' complaints procedure, you remain dissatisfied, you can take your complaint to the Independent Housing Ombudsman Scheme or the Tenant Services Authority whose details will be provided to you.

How do you obtain a copy of the Complaint Policy?

A copy of the Complaint Policy can be obtained from your Estate / Scheme Manager, Head Office or downloaded from our website at www.ids.org.uk.

Compensation

Some inconvenience may be inevitable when waiting for repairs to be completed or services delivered. However, the inconvenience or disruption can sometimes reach a level where IDS considers it appropriate to pay compensation. IDS has a separate policy covering Compensation available on request from Head Office or downloaded from our website at www.ids.org.uk.