



CUSTOMER SERVICE EXCELLENCE



# || Our Family ||



## Get In Touch



Message us  
info@inspirenorth.co.uk



Write to us  
3 Limewood Way, Leeds, LS14 1AB



Telephone  
0113 273 9660

We are committed to providing a high-quality service to everyone we work with.

Your feedback, whether positive or negative, helps us to improve our services.

[www.inspirenorth.co.uk](http://www.inspirenorth.co.uk)  
[www.commlinks.co.uk](http://www.commlinks.co.uk)  
[www.foundationuk.org](http://www.foundationuk.org)



# How to Raise a Concern, Make a Complaint or Give a Compliment (Housing Services)



## How can I give feedback?

We want to make it as easy as possible for you to feedback. You can do this:

- Online by completing our Feedback or Satisfaction forms – available on our websites
- Face-to-face at a service
- By letter
- By telephone
- By email [info@inspirenorth.co.uk](mailto:info@inspirenorth.co.uk)



## Do I have to put my name on it?

No, however if you are making a complaint we will be unable to tell you what we have done, the outcome, and may not be able to look into your complaint properly if we do not know who you are.

## I just want to raise a concern, how do I do this?

You can raise your concern through the feedback methods listed. We will try to address your concern however if our actions are not satisfactory you can escalate late this as a complaint.



## I want to make a complaint, how will this be dealt with?

Firstly, we are sorry that you are unhappy and we want to look into this to make things right. To make a complaint – please see “How can I give Feedback?”

We will:

- write to you to let you know we have received your complaint within 5 working days.
- tell you the name of the person who will look into your complaint.
- offer you a meeting or phone call to discuss your complaint, if you wish
- look into your complaint.

- write to tell you what we have found (outcome) within 10 working days.
- contact you if we need more time.



## What if I am not happy with the outcome?

We have a 2-stage complaints process. At Stage 1 your complaint will be investigated by a Service Manager, or where the complaint is about a Service Manager, an Operational Manager.

If you are not satisfied with the outcome at Stage 1 you can escalate to Stage 2, where your complaint will be investigated by a more senior employee, either an Operational Manager or Director.

There is no further right of appeal following Stage 2 within Inspire North. However, if you are still not satisfied you can take your complaint to the Housing Ombudsman. You can also contact the Housing Ombudsman at anytime for advice.

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Phone: [0300 111 3000](tel:03001113000)

Write to: Housing Ombudsman Service,  
PO Box 152, Liverpool, L33 7WQ

If the complaint does not concern a resident's housing, the Housing Ombudsman will then direct it to the appropriate ombudsman for further review and escalation.