

compliments, complaints & comments



your
home
team

We aim to provide high quality services to our customers. In order to achieve this, we need to know what customers think about the services we provide.

We welcome comments and compliments as these help improve our service.

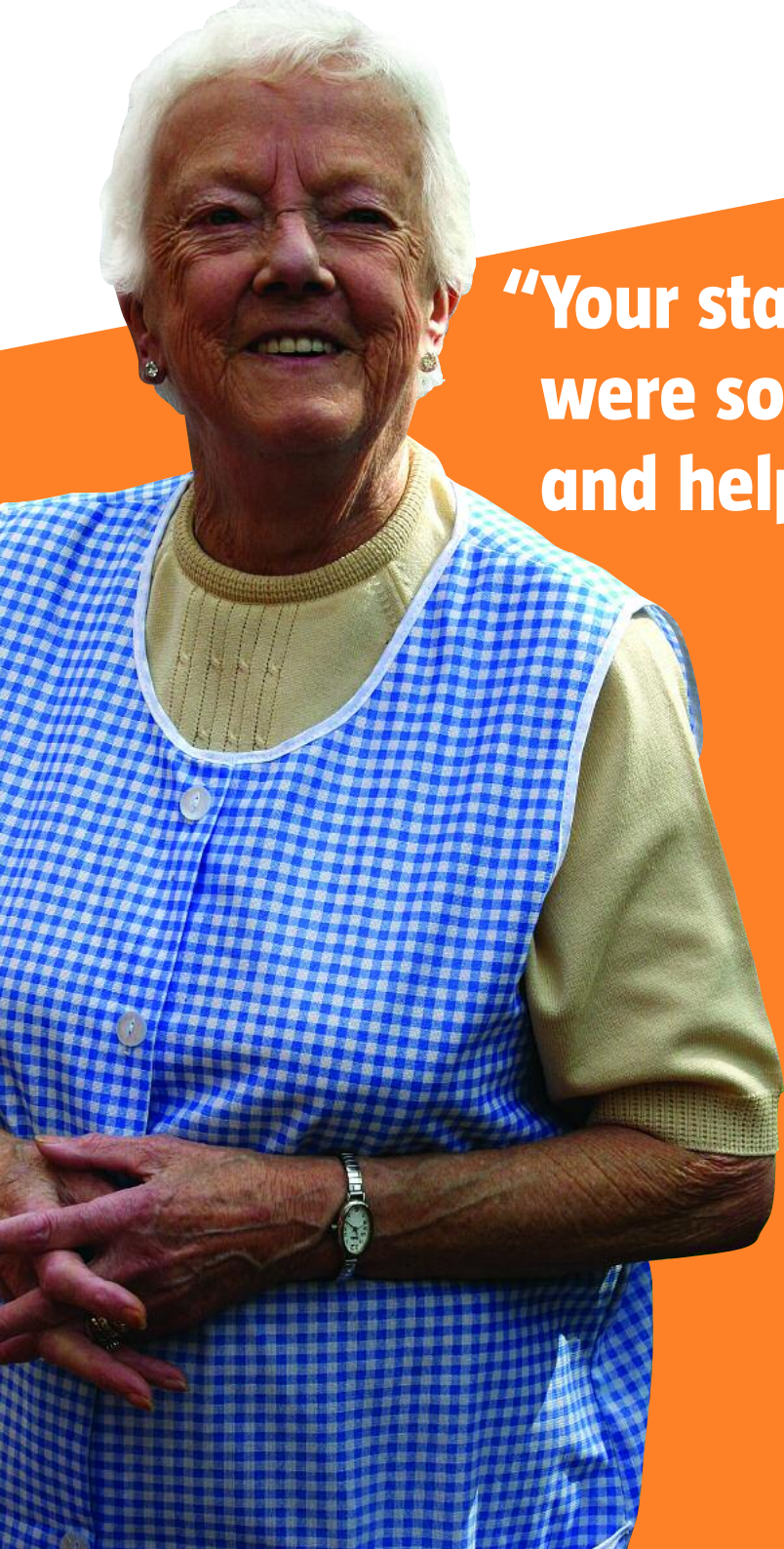
Sometimes things go wrong, if this happens we need you to let us know. We can then put it right and use your complaint to improve so we don't make the same mistake again.

Compliments and comments

Have you been impressed by our service? Did we perform well? Has a particular member of staff gone that extra mile to help you out? If so, we would really like to hear from you.

- You can write to us at
Wulvern Customer Services
Wulvern House
Electra Way
Crewe
CW1 6GW
- You can email us. customer.services@wulvernhousing.org.uk
- Or phone us 01270 506200
- You can call in to one of our Wulvern Choices Shops





**“Your staff
were so kind
and helpful”**

Complaints

You should complain if you feel that Wulvern has:

- Failed to do something it should have
- Treated you impolitely or unfairly
- Acted badly or below standard
- Done something it should not have done

If you want to make a complaint, contact the person who dealt with your service to give them an opportunity to sort the problem out straight away. If you are not sure who to speak to, phone our Customer Services Team on 01270 506200.

**Wulvern holds
weekly surgeries
so local people can
report problems
and get things
changed**



your future your choice

wubens

DANU LADU
Regional Head
Connectivity

ID No: 200238

Making a formal complaint

We will do everything we can to resolve your complaint informally. However, if you are not satisfied with the outcome, then you can make a formal complaint by following three stages:

Stage 1

You can write to Wulvern (a complaint form is available), telephone, email, or visit a Wulvern Choices shop. We will acknowledge your complaint formally within 3 working days and a Manager will investigate and respond within 10 working days. If a reply is not possible within this timeframe, we will write with a new target date for our reply.

Stage 2

If you are not happy with the response at Stage 1, you can ask for your complaint to be reviewed by a Wulvern Director. Your request will be acknowledged within 3 working days and you will receive a detailed response within 10 working days.

Stage 3

If you are still not happy, you can ask for your complaint to be reviewed by the Chief Executive and/or the Wulvern Complaint Panel as appropriate. Your request will be acknowledged within 3 working days, and a detailed response will be sent within 10 working days of the panel meeting, advising you of the Complaints Panel decision, together with the Independent Ombudsman's contact details.

Once your complaint has been remedied we may contact you to ask you to complete a short questionnaire, asking for feedback on how we dealt with your complaint.

Contact details:

Wulvern House

Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Choices Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Choices Nantwich

Beam Street
Nantwich
Call 01270 506200

Independent Housing Ombudsman

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Tel: 020 7421 3800
Lo-Call: 0845 7125 973
Minicom: 020 7404 7092

Email:
info@housing-ombudsman.org.uk

Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

Opening hours for Wulvern Choices Crewe

Monday 9am – 5pm
Tuesday 9am – 5pm
Wednesday 9am – 5pm
Thursday 10am – 5pm
Friday 9am – 5pm

Opening hours for Wulvern Choices Nantwich

Monday and Thursday
9.30am – 12.30pm
1.30pm – 5pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ندیمان بێ بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔



www.wulvern.org.uk

01270 506200