

Tell us  
what you think



Complimenting

or



complaining

to New Charter

# Customer care commitment

We want to provide the best possible service to all our customers. We aim to make sure you:

- Are treated with courtesy, honesty and respect, and that confidentiality is preserved at all times.
- Are treated equally, and according to your individual needs, regardless of gender, age, race, ethnic origin, religion, disability or sexual orientation.

We care about getting it right. We try to give you an excellent service by actively involving customers to set out what you can expect from us; monitor how we perform; and improve what we do and how we do it.

This leaflet covers:                   All our customers  
                                                  All our employees  
                                                  All those who provide services for us  
                                                  All our activities

This information is available in large print, audio and Braille.

این اطلاعات از چارٹر جدید گروہ ہاؤسینگ ٹراسٹ می باشد۔ اگر شما بہ ما بگوئید کہ بہ چہ زبانی صحبت میکنید ما یک مترجم برای شما فراہم خواہیم کرد۔ یا شما می توانید از یک نفر از دوستان یا بستگان خود بخواہید کہ با ما با تلفن 0161 331 2000 تماس بگیرد۔

یہ معلومات نئے چارٹر ہاؤسنگ ٹرسٹ سے لی گئی ہیں اگر آپ بتائیں کہ آپ کو کونسی زبان بولتے ہیں تو ہم آپ کے لئے ترجمان کا انتظام کریں گے یا آپ اپنے کسی دوست یا رشتہ دار کو کہیں کہ وہ ہم سے ٹیلی فون نمبر: 0161 331 2000 پر رابطہ قائم کرے۔

এই ইনফরমেশনটি নিউ চার্টার হাউসিং গ্রুপ থেকে দেয়া হচ্ছে। আপনি কোন ভাষাতে কথা বলেন যদি আমাদের বলেন তবে আমরা দোভাষীর ব্যবস্থা করতে পারি। অথবা আপনি আপনার কোন বন্ধু বা আত্মীয়কে আমাদের সাথে ফোনে কথা বলার জন্য অনুরোধ করতে পারেন, ন" র 0161 331 2000

આ માહિતી ન્યૂ ચાર્ટર હાઉસિંગ ગ્રુપ તરફથી છે. તમે કઈ ભાષા બોલો છો તે જો તમે અમને બતાવો તો, અમે દુભાષિયાની ગોઠવણ કરી આપીશું. અથવા તમે તમારા કોઈ મિત્ર કે સગાને 0161 331 2000 નંબર ૫૨ અમને ફોન કરવાનું જણાવી શકો છો.

Cette information est donnée par le New Charter Housing Trust Group. Si vous nous informez de la langue que vous parlez, nous pourrons vous fournir les services d'un interprète. Ou alors, vous pouvez demander à un ami ou à quelqu'un de votre famille pour nous appeler au 0161 331 2000.

Autorem tej informacji jest New Charter Housing Trust Group. Jeśli powiesz nam w jakim języku mówisz, umówimy tłumacza. Możesz też poprosić znajomego lub kogoś z rodziny, aby zadzwonił do nas pod numer 0161 331 2000.

Esta informação é advinda do New Charter Housing Trust Group. Caso possa nos informar qual sua língua materna, contrataremos um interprete. Ou você pode pedir a um amigo ou membro da família para ligar no número 0161 331 2000.

## How to contact us

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The most popular way you contact us is by telephone.

Call us on 0161 331 2000.

Report a repair to us on 0800 027 0828

You can call in to see us. Wherever you live, you can get the same service from any of our town centre Customer Advice Centre (shops).

Your local shops are:

The Ashton Shop  
2 Henrietta Street  
Ashton-under-Lyne  
OL6 6EF

The Stalybridge Shop  
63 - 65 Grosvenor Street  
Stalybridge  
SK15 2JN

The Denton Shop  
9 Albert Street  
Denton  
M34 6ZA

The Hyde Shop  
12 - 14 Clarendon Street  
Hyde  
SK14 2EL

We also have some neighbourhood offices. These open a limited number of hours, so please check before travelling.

2 Crowhill, Stalybridge (for Crowswood estate)  
1 Wellington Parade, Dukinfield (for Central estate)  
8 Gorsey Lane, Ashton-under-Lyne (for Hurst/Smallshaw)  
35-37 Acresfield Road, Newton, Hyde (For Harbour Farm/St Marys)  
32 Mansfield Road, Mossley (For Micklehurst)  
10 Poplars Road, Stalybridge (For Brushes Estate Management Board)

If you want a service from us, or information or assistance regarding your tenancy then you should telephone us or contact your local shop or office. We offer the same service to leaseholders.

## Other customer contact points

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Head Office	New Charter Homes Cavendish 249 Cavendish Street Ashton-under-Lyne OL6 7AT
Telephone:	0161 331 2000
Fax:	0161 331 2001
Minicom:	0161 331 2300
E-mail:	<a href="mailto:contact@newcharter.co.uk">contact@newcharter.co.uk</a>
Tameside Housing Advice	119-125 Old Street Ashton-under-Lyne OL6 7RL
Telephone:	0161 331 2700
Building Company	Outram Road Globe Lane Industrial Estate Dukingfield SK16 4 XP
Telephone:	0161 331 2800

## Compliments and comments

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We are delighted when we receive compliments from our customers. We also welcome your comments on any aspect of our service, whether you are a satisfied customer or not. We share these compliments with all our staff.

Compliments and comments can show us where we are getting things right. These help us continue improving by learning from our successes.

You can contact us by telephone, letter, in person or by e-mail, or you can use the form at the back of this leaflet. Our shops and offices can give you more copies.



## Complaints

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We would prefer all our services to run smoothly all the time, but unfortunately things do go wrong. We understand there are times when you feel that we have failed to offer you a good service, or we make a decision that you do not accept. When this happens, we are keen to hear of any complaint you may have. We will investigate what has happened and advise you of the outcome.

We acknowledge you play an important role in helping us put things right. By regularly monitoring your complaints, we can identify where our service fails you and how we can improve it.



# Making a complaint

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## What to do first

If you have a problem, we recommend you raise the matter with the Officer you originally dealt with, or with whom you normally deal, or with their Manager.

Experience shows us in many instances problems arise from a misunderstanding that can usually be cleared up quickly and easily.



If after speaking to our member of staff, you still want to take the matter further, then, you can make a formal complaint.

We have agreed this procedure with our tenants, Board members and our regulator. Your complaint will be dealt with stage-by-stage. We will investigate your complaint thoroughly. The following procedure applies to all persons wishing to make a complaint.

## Stage 1

At this point you can make a complaint in many different ways:-

Complete a complaints and compliment form (attached) . If you need help in filling out this form, then please call us or visit us at one of our shops.

Tell the staff member or manager you have been speaking to that you wish to complain, and they can make a note of the details.

Ring us on **0161 331 2000** and ask to speak to our Customer Experience Advisor.

When you complain you may wish to include copies of letters or documents which support, or identify your problem.

You will be given a reference number for your complaint. Initially the manager of the section to which your complaint relates will arrange to investigate.

We will reply to your complaint within five working days. But if your complaint requires further investigation, we will write and tell you when you can expect a fuller reply.

If your complaint concerns a section manager, a member of the Complaints Investigation Team will deal with it. These are staff who will not have been involved in the matter previously.

# Making a complaint (continued)

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## Stage 2

If you do not accept the response you have received from the section manager, you can have your complaint considered again by a member of the Complaints Investigation Team. These are staff who will not have been involved in the matter previously. If a member of the Complaints Investigation Team has been involved at Stage 1, he or she will not be involved in Stage 2.

To do this, you must contact our Customer Experience Advisor, by telephone or in writing, within 28 days of the response to Stage 1. You must tell us why you want your complaint to be considered again. If you request, you may also meet with the member of the Complaints Investigation Team. You will receive an initial response to your request within five working days of receipt. This will tell you how your complaint will be investigated, how to arrange an interview with the member of the Complaints Investigation Team (if necessary) and when you can expect to receive a detailed response to your complaint.

## Stage 3

If you still feel your complaint has not been resolved, you can refer it to the Complaints Review Board. This comprises senior managers from New Charter, a Board member and a tenant representative. None of these will have been involved in the matter before.

To refer, you must write to our Customer Experience Advisor within 28 days of the response to Stage 2. You must tell us why you want your complaint to be considered by the Complaints Review Board.

Before the hearing, we will give you copies of papers the Review Board will consider. You can make any comments on these papers in advance of the hearing, if you wish. Please contact our Customer Experience Advisor to do this.

The Complaints Review Board will consider your complaint at a hearing. We will tell you the date and time of the hearing. You can bring a friend or representative with you. The decision of the Review Board will be sent to you within five working days of the hearing.

Sometimes we may need to handle complaints differently. This may happen, for example, if you engage the services of a solicitor or obtain legal advice. We will tell you as soon as possible if we have to handle your complaint differently.

## Is there anything else I can do?

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We hope we will be able to resolve your complaint. But if you remain unhappy, you may be able to refer your complaint to the Housing Ombudsman Service. The Ombudsman can investigate your complaint if you:

- Live in a property owned or managed by New Charter
- Are a lease holder of New Charter
- Pay a service charge to New Charter
- Have applied to New Charter for housing

You can also nominate someone to contact the Ombudsman on your behalf.

The Independent Housing Ombudsman Scheme has certain criteria and you are advised to check with them that your complaint is one they can investigate.

Housing Ombudsman

Service 81 Aldwych

LONDON

WC2B 4HN

Telephone: 0845 712 5973

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

## Independent advice

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You also have the legal right to enforce the terms of your tenancy or leasehold agreement through the courts. If you think we are not meeting our obligations, you should seek independent advice from a solicitor, the Citizens Advice Bureau, Law Centres or Housing Advice Centres.

If you consult a solicitor, you may be charged for their services.

# Complaint and compliment form

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Please complete this form if you wish to complain or record a compliment about our service. It is a good idea to keep a copy of the completed form as you may wish to refer to it later. You can ask us to do this for you, below.

## 1. About you

Name

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Address

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Postcode

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Tel no (day)

(evening if different)

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E-mail address

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## 2. About your complaint

Please give us as much detail as possible.



My complaint is (please continue on a separate sheet of paper if you need more space)

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## 3. What would you like us to do to put things right?

(please continue on a separate sheet of paper if you need more space)

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# Complaint and compliment form (continued)

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## 4. About your compliment

Tell us about your experience

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Do you want to mention anyone who helped you?

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**5. Have you attached any other documents about your complaint or compliment?**

Yes [ ] No [ ]

**6. Would you like these returned to you?**

Yes [ ] No [ ]

**7. Would you like a copy of this form returned to you?**

Yes [ ] No [ ]

**Your signature**

**Date**

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Please complete our equality monitoring form attached, and return to us. Your answers help to make sure that everyone gets a fair service regardless of age, disability, race, religion and belief, gender or sexual orientation.

## Return your completed forms to

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Any of our shops and offices, or by post to:

Customer Experience Advisor  
New Charter Housing Trust Group  
Cavendish 249  
Cavendish Street  
Ashton-under-Lyne  
OL6 7AT

