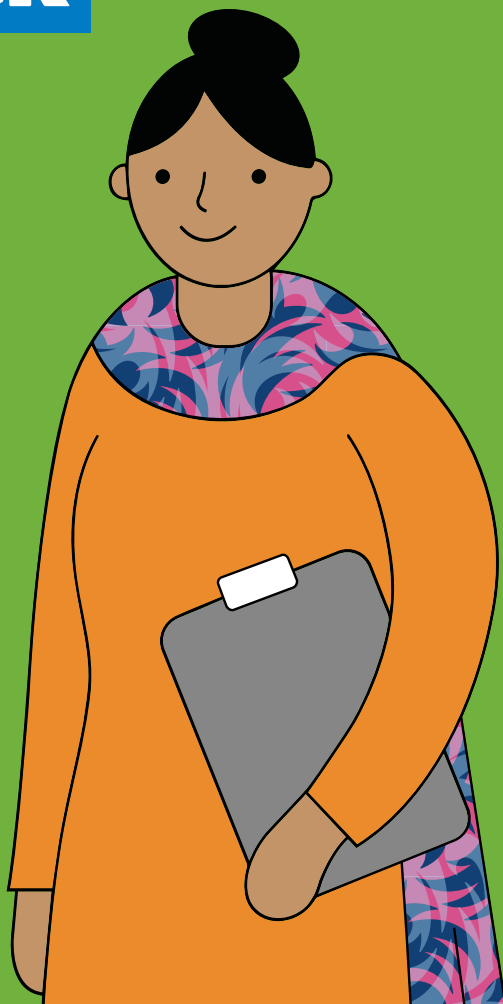


# Giving us feedback



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**Our top priority is to deliver a high-quality service to all of our tenants and customers, and it is great to hear when we are.**

However, we do know that sometimes things may go wrong. We want you to tell us if this happens so we can put things right.

Our complaints process is in line with the Housing Ombudsman Complaint Handling Code, which you can find on their website [www.housing-ombudsman.org.uk/wp-content/uploads/2022/03/Complaint-Handling-Code-Published-March-2022-1-1.pdf](http://www.housing-ombudsman.org.uk/wp-content/uploads/2022/03/Complaint-Handling-Code-Published-March-2022-1-1.pdf)

You can contact the Housing Ombudsman for advice and guidance at any stage of our complaints process. See page 5 for their contact details.

Should you wish, you can also have an advocate/someone to deal with your complaint on your behalf, such as a friend, relative or MP.

## Your feedback is important to us

Our tenants and customers are at the heart of what we do and we want to provide you with the best service possible.

We are grateful when you tell us when we get things right or when you feel there could be room for improvement, to know how we are doing.

We have three categories for the various types of feedback you may wish to provide:

### 1. Compliments

You are happy with something that we have done and want to let us know to keep doing more of it and let colleagues know you have appreciated the service.

### 2. Complaints

You are dissatisfied with a service you have received from us and would like your complaint investigated further.

### 3. Comments

You would like to comment on the services we provide and suggest how we can improve.

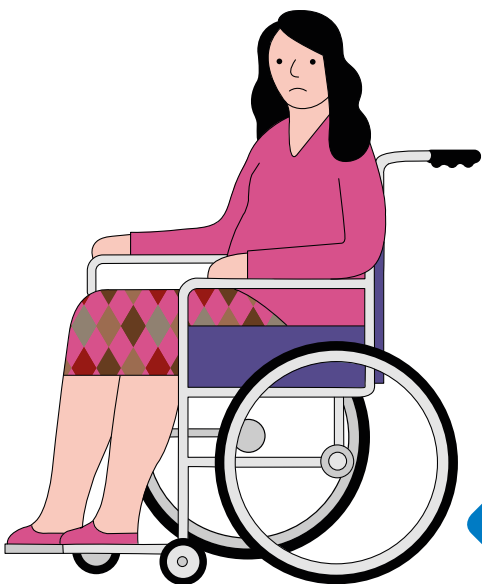


## Complaints procedure

### We have a complaint and feedback procedure that we follow:

#### Stage One

We will aim to record and acknowledge your complaint within five working days. A dedicated case handler will investigate your complaint and aim to respond to you in writing within 10 working days. If we cannot provide you with our response within this time, we will contact you, explain why, and confirm when you can expect a response.



#### Stage Two

If you remain dissatisfied following our Stage One response, you can request a review of your complaint by a senior manager.

There are some exceptions to a complaint being able to progress to Stage Two. If your complaint falls under these exceptions, we will ensure that you are advised of this and guide you on your next steps. We will aim to progress and acknowledge your complaint within two working days. A manager will review your complaint and aim to respond to you in writing within 20 working days.

If we cannot provide you with our response within this time, we will contact you, explain why and confirm when you can expect our response.

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## Taking your complaint further



You can contact the Housing Ombudsman or have a 'designated person' independently review your complaint at any time. A 'designated person' can be an MP or a local councillor for the district. However, we aim to resolve your complaint by following our complaints process.

#### The Housing Ombudsman Service is contactable via:

Housing Ombudsman Service  
PO Box 152  
Liverpool  
L33 7WQ

**Tel:** 0300 111 3000  
(Monday to Friday from 9.15am to 5pm)

**Live chat:**  
[www.housingombudsman.org.uk](http://www.housingombudsman.org.uk)

**Email:**  
[info@housingombudsman.org.uk](mailto:info@housingombudsman.org.uk)

**Website:**  
[www.housingombudsman.org.uk](http://www.housingombudsman.org.uk)

#### The Local Government and Social Care Ombudsman (LGSCO) is contactable via:

The Local Government and Social Care Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

**Tel:** 0300 061 0614  
(Monday and Tuesday, 10am to 1pm;  
Wednesday, 1pm to 4pm; Thursday  
and Friday, 10am to 1pm)

**Website:** [www.lgo.org.uk](http://www.lgo.org.uk)

#### First-tier Tribunal (Property Chamber)

You can find information and the contact details for the nearest service at [www.gov.uk/courttribunals/first-tier-tribunal-property-chamber](http://www.gov.uk/courttribunals/first-tier-tribunal-property-chamber)

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## Offers of goodwill or compensation

We are committed to delivering high-quality services that consistently meet our service standards. However, we recognise that occasionally the level of service provided may result in inconvenience and/or loss to our

tenants or customers. In these instances, the Group may consider making an offer of goodwill or compensation where appropriate. We will consider each case on an individual basis.

## Other organisations that help

If you are thinking of making a complaint or have already submitted one and would like some further advice, these organisations may be able to help:

### • Your local councillor/MP

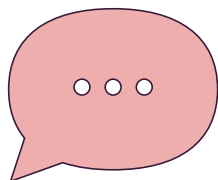
You can access local councillors/MP information by visiting [www.parliament.uk/mps-lords-and-offices/mps/](http://www.parliament.uk/mps-lords-and-offices/mps/)

### • Citizens Advice Bureau

You can find your local Citizens Advice Bureau details by phoning 0800 144 8848 or by visiting [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

### • Our regulatory body – the Regulator of Social Housing

For more information, visit [www.gov.uk/government/organisations/regulator-of-social-housing](http://www.gov.uk/government/organisations/regulator-of-social-housing)



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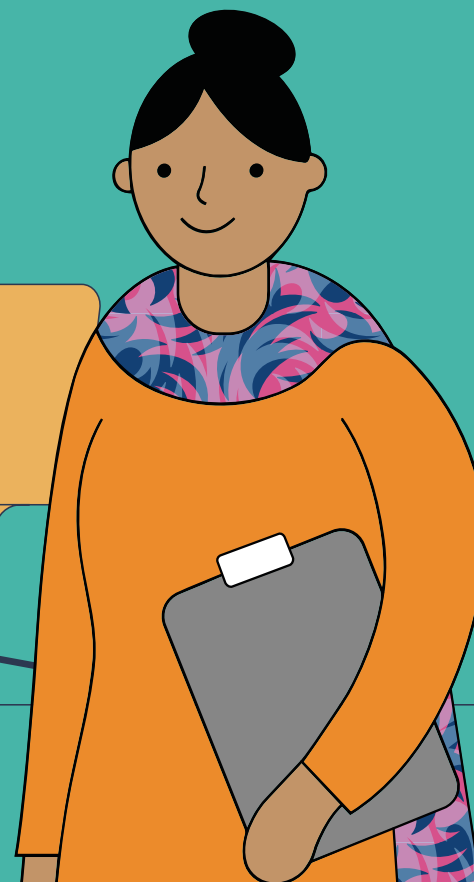
## Make a compliment or complaint

You can make a compliment or complaint online at [www.progressgroup.org.uk](http://www.progressgroup.org.uk) by:

- Logging into your online tenant account
- Emailing us
- Live chat – available Monday to Friday, 8am to 5pm.

You can also:

- Call us on 0333 320 4555
- Write to us at Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW
- Visit our offices in person (see back page for address details).



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**SCAN HERE**

to watch  
our video



## Get in touch

**The quickest and most convenient way to get in touch is online at [www.progressgroup.org.uk](http://www.progressgroup.org.uk) by:**

- Logging into your online tenant account
- Emailing us
- Live chat - our team is usually online from 8am - 5pm, Monday - Friday.

In an emergency, phone  
0333 320 4555.

### **Report or track a repair or check your rent balance**

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

Progress Housing Group  
Sumner House  
21 King Street  
Leyland  
PR25 2LW

[www.progressgroup.org.uk](http://www.progressgroup.org.uk),  
Monday to Friday, 8am to 6pm  
[enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk)  
0333 320 4555



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### **Do you need this information in another format or language?**

Please let us know. Visit  
[www.progressgroup.org.uk/access](http://www.progressgroup.org.uk/access)

Progress Housing Group is the trading name of Progress Housing Association Limited.

Feedback/2023