

# How to make a complaint

## How to make a complaint

کیف تکدم بشکوی کیکابوہ اخلیامان بکراتو ہرا 如何投訴

چطور شکایت کنید Comment faire une réclamation

केवी रीते हरियाए करी शकिय جۆنیهتی بۆشکه شکردنی سکالۆ

Jak złożyć zażalenie ਸਿਕਾਇਤ ਵਿਚੋਂ ਕਰੋ

Sida cabasho loo sameeyo شکایت کیسے کریں

Làm thế nào khi muốn phàn nàn

## How to make a complaint

We want to give you a first class service. However, we know we don't always get it right first time. When things go wrong, you need to let us know. If you feel you have been treated unfairly by Optima you have the right to complain.

We welcome complaints as they tell us where our services need improving, give us the chance to put things right, and help us stop the same thing happening again.

**We want to investigate your complaints quickly and give you a satisfactory response.**

**This leaflet sets out how to make a complaint and what we will do about it.**

## What is the definition of a complaint?

Whenever you feel you have been treated unfairly you can make a complaint.

That might be:

- Where we have failed to deliver a service we promised;
- Where we have given you a poor quality service;
- Where we have made a mistake;
- Where we have been unhelpful or discourteous;
- Where one of our contractors has failed to do what they should.

An initial enquiry or request for action is not immediately considered a formal complaint. For instance, if you call us with a repair. However, if we fail to act on your enquiry and you have to contact us again, that would be considered a complaint.

For complaints about anti-social behaviour or for tenants requesting transfers, please ask a member of staff for more detailed information.



What is a complaint?

## The Independent Housing Ombudsman

The Ombudsman is an independent person who can investigate complaints from housing association residents and make recommendations to put things right. You have the right to contact the Ombudsman at any time, but you will usually be expected to have completed all the stages in our internal complaints procedure before the Ombudsman will consider your case.

You must make your complaint within 12 months of coming to the end of Optima's own complaints procedure.

The Independent Housing Ombudsman  
81 Aldwych, London WC2B 4HN  
Tel 020 7421 3800

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

You also have the right to use the County Courts for complaints about discrimination on grounds of race, sex or disability and under the provisions of the Protection from Harassment Act 1997.

You also have the right to use the County Courts

## Feedback

We would like your feedback on how we dealt with your complaint, so that we can learn and make improvements to our services. At the end of each stage of the complaints procedure we will send you a 'How Did We Do' survey to enable us to take on board your comments.

## Optima Community Association

We have homes over five Birmingham city centre estates, known collectively as Altwood Green. We are determined to create a vibrant community where residents have a real say in what happens.

We are a not-for-profit company limited by guarantee in England and Wales (number 3681553).

We are also registered with the Charity Commission (number 1074648).

We are regulated and monitored as a registered social landlord by the Housing Corporation (number L4228).





# Complaints Report Form

You can use this form to report a complaint about our service. Use additional sheets of paper if you need to, and attach them securely to this form.

If you have any questions about the form, or need help filling it in, please contact us (details overleaf).

Your Name

Your Address

Your telephone no.

Have you contacted someone about this before? **Yes/No**

Who did you write or speak to? When was this?

Please tell us about your complaint. Try to give us as much detail as possible. Include dates, times and names if you know them.

Tell us about any action you'd like us to take, or how you think your complaint can be resolved.

Do you have any special needs we should take into account when dealing with your complaint? For example do you need an interpreter or translation service? Do you have any kind of disability?

**Signature(s)**

**Date**

We aim to treat all residents fairly. To help us make sure that we do, could you tick the appropriate boxes below?

- |                               |  |  |                                      |
|-------------------------------|--|--|--------------------------------------|
| White                         | <input type="checkbox"/> British                 | <input type="checkbox"/> Irish                 | <input type="checkbox"/> Other       |
| Mixed                         | <input type="checkbox"/> White & Black Caribbean | <input type="checkbox"/> White & Black African |                                      |
|                               | <input type="checkbox"/> White & Asian           | <input type="checkbox"/> Other                 |                                      |
| Asian or Asian British        | <input type="checkbox"/> Indian                  | <input type="checkbox"/> Pakistani             | <input type="checkbox"/> Bangladeshi |
|                               | <input type="checkbox"/> Other                   |  |                                      |
| Black or Black British        | <input type="checkbox"/> Caribbean               | <input type="checkbox"/> African               | <input type="checkbox"/> Other       |
| Chinese or other ethnic group | <input type="checkbox"/> Chinese                 | <input type="checkbox"/> Other                 |                                      |

Thank you for taking the time to complete this form. Please send it to:

Optima Community Association  
St Thomas House  
80 Bell Barn Road  
Birmingham  
B15 2AF  
Tel 0121 687 3133  
Fax 0121 687 3110  
Email [housingteam@optima.org.uk](mailto:housingteam@optima.org.uk)

# Contacts

**Housing Office address:** St Thomas House, 80 Bell Barn Road, Birmingham B15 2AY

**Phone:** 0121 687 3133

**Email:** [housingteam@optima.org.uk](mailto:housingteam@optima.org.uk)

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

## Language Line

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

### Arabic

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فترجو أن تقوم بالاتصال بنا.

### Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

### Cantonese

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

### Farsi

اگر این سندک را به زبانی دیگر یا در فرمتی دیگر میخواستید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

### French

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

### Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

### Kurdish

ههنگه دهتهوی هه بههنگهیهت به زمانیکی که یا به فۆرمیکی که ههیه، یا بیویستت به موتهرجیم ههیه، تکایه بیوههاندیمان بیوه بکه

### Polish

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

### Punjabi

ਜੇ ਇਹ ਸਮਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਸੱਸੋ।

### Somali

Haddii aad ku rabtid dokumentigaan luqado kale ama daabacaad kale, ama haddii aad u baahan tahay turjibaan, fadlan nala soo xiriir.

### Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ مہربانی ہم سے رابطہ کیجئے۔

### Vietnamese

Nếu quý vị muốn có tài liệu này ấn hành bằng ngôn ngữ hoặc khuôn khổ khác, hoặc nếu quý vị cần một thông dịch viên giúp đỡ, xin liên lạc với chúng tôi.

