



How to share your feedback with Soha



At Soha, we need to hear if something's gone wrong. Then we can fix it for you.

It makes us happy to hear when something's gone well, too. That way, we can do more of it!

What kind of things count as bad feedback?



If something goes wrong in your house or you need a repair, tell us. We will try to fix it quickly. This is called a **service request**.



If you have a problem in your **neighbourhood**, like noise, our Neighbourhood team will help first. All the ways to contact us are on the back page. If you aren't happy with what the Neighbourhood team do for you, it can become a complaint.



A complaint is for when our service was not good enough, such as a repair wasn't done well. This can be when you are unhappy with our service to you about the decisions we made or the rules (the policies) that we followed. You can see all our policies at www.soha.co.uk/our-policies



Anyone affected by our service can make a complaint. This includes people who are Soha residents as well as those who aren't. You can tell us something's wrong whether you're an individual or part of a group. All the ways to contact us are on the back page.

If you need extra help to make your complaint, please let us know. We want to make it easy for everyone.

You can ask someone else to help you make your complaint. If you do this, we will need your written permission to talk to them. You can send us a letter or an email. How to contact us in on the back page.

Who will handle your complaint?



At Soha, we have a whole team of people called the Complaints team. They will do everything they can to resolve your complaint.

They will take it through the first two stages. We describe those stages on the next page.

There's lots more detail about giving us feedback on our website. Click on www.soha.co.uk/contact/feedback. The leaflet you're reading now is just a summary of the process. It also tells you what we do with the information you give us.

What we do when you make a complaint

1

When we first receive your complaint, we call it **Stage 1**.

We will try to respond in 5 working days. If we need more time, we will confirm we've had your complaint and then take a further 10 working days to give you a response.

We will communicate with you however you like. Some people like letters but we also offer email, phone or in person. When we communicate with you we will always tell you what timescales we promise to keep to.

2

If you're not happy with what we decide at Stage 1, get in touch with us. If we can't make things better then, and you stay dissatisfied, we will help you to apply for a Stage 2 review. It checks if we handled your complaint fairly.

We will acknowledge your request for a Stage 2 review in 5 working days and then take a further 20 working days to give you a response.

At this review, we'll get a panel of Soha staff to look at your complaint again. The people on the panel are different to the staff who were involved in Stage 1 of your complaint. The panel will decide if we need to do more.

If you're still unhappy after our Stage 2, you can take your complaint to the Housing Ombudsman Service.



The Housing Ombudsman Service is a government department that helps with problems between tenants and landlords. This service is not available to members of the public.

You can contact the Housing Ombudsman Service for general advice at any time. Their advice is free and independent of Soha. As a tenant of Soha you can use this for a specific complaint after your Stage 2 review.

How to contact the Housing Ombudsman Service



info@housing-ombudsman.org.uk



0300 111 3000



Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET



You can get the Housing Ombudsman's complaints form at
www.housing-ombudsman.org.uk

Ways to contact us



Here's how you can get in touch with us to report issues, or to tell us when something is good, or to make a complaint. We'll make sure what you tell us gets to the right person. We will communicate with you however you want us to.



Email complaints@soha.co.uk



Phone **0800 014 15 45**. This is a freephone number and won't cost you anything. Audio and video interpretation into other languages, including BSL, is available. We also have a TypeTalk number: 18002 01235 515 900.



You can use the *MySoha* app or *MySoha* portal on the Soha website.



You can use the contact page of the Soha website. Click on www.soha.co.uk/contact to fill in a form.



Write to us or visit us at

Soha Housing, 99 Station Road, Didcot, OX11 7NN. Our office is open for visitors weekdays 8.30am - 5.30pm.



We want to make sure everyone can read our information. We can help with translations in to other languages, large print, or audio versions. Please ask us if you need this help.