PEOPLE FIRST HOUSING ASSOCIATION

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People First HA is registered under the Industrial and Provident Societies Act 1965, Registration Number 27746R. It has Charitable Status.

People First aims to promote equality of access to all.

COMPLIMENTS & SUGGESTIONS

People First Housing Association aims to provide a high level of service. To help us achieve this we welcome feedback from the people who use our services. Compliments and suggestions are both viewed positively as a means of being able to improve and maintain good services. Our primary focus is on improvement.

WHAT IS COVERED BY THIS POLICY?

You can use this policy to make suggestions about how People First can improve. You can make suggestions about our services, our staff, our contractors or anyone else who works on our behalf. The suggestion policy is open to anyone who comes into contact with People First, including clients, tenants, licensees and applicants.

You can also use this policy to compliment our staff or anyone else who works on our behalf.

We have a separate complaints policy if you have a specific complaint about someone or something we have done. Please see our separate leaflet "Complaints Policy" for details.

IF YOU HAVE A SUGGESTION

The first thing you should do is to contact a member of staff. You can express your suggestion in any way you choose: in writing, by phone, in person or even by e-mail. Our feedback form – which you should find with this leaflet – might help you organise your thoughts.

Your suggestion will be passed to a member of staff who is qualified to assess your idea. It could be a Service Manager or someone else in the organisation. They will consider whether your idea would work and whether it would be feasible.

Once they have assessed your suggestion, they will write back to you to let you know the outcome:

- If the idea is a good one and can be implemented quickly, they will make improvements promptly and let you know what they have done.
- If the idea is a good one but needs more thought (or more resources), they will take the idea forward and update you on progress.
- If your suggestion cannot be implemented, they will write back to you and let you know why.

If your suggestion is implemented, it will be included in the six-monthly report which goes to People First's Board of Management. The report details services that have been improved as a result of customer feedback.

IF YOU HAVE A COMPLIMENT

The best thing to do is to contact a member of staff. You can compliment staff in any way you choose: in writing, by phone, in person or even by e-mail.

Staff are asked to keep their manager informed about any compliments they receive: If managers are aware of things that are going well, they know what aspects of the service are working and need maintaining.

If you compliment a member of staff through their manager, it is their manager's responsibility to let the staff member know they have done a good job. Compliments help good staff continue delivering excellent services. They are important to us.

SERVICE STANDARDS

We aim to provide the highest level of service possible. To ensure we do this, we have service standards which set out what you can expect from us:

- We will accept compliments and suggestions verbally, in writing, by e-mail, by phone or by any other method of your choice.
- We aim to give you feedback on your suggestion within one week. If the suggestion takes time to implement, we will keep you informed of progress.
- We will report to the Board on complaints, compliments and suggestions every six months.
- We will keep customers informed about how their feedback has been used to improve things.
- We will respect individual rights to privacy and confidentiality.