



Unhappy with our services?

Tell us about your complaint



orbitcustomerhub.org.uk


Getting started

We know sometimes things can go wrong. When this happens, let us know about it so that we can put things right and improve our service to you.


This leaflet explains how you can contact us to make a complaint and what we will do when we hear from you.

How to contact us


You, or a representative you nominate to speak on your behalf, can let us know about your complaint in any of the following ways:

 Contact us through your **myAccount** portal or by visiting **orbitcustomerhub.org.uk/contact-us** on our customer website

 Call our **Customer Service Centre** on **0800 678 1221**

 Write to us at
**Orbit, PO Box 6406,
Coventry, CV3 9NB**


 Raise your complaint **in person**
via an Orbit employee


 Contact us through
social media – using our
official pages only

Additional support

If you would like additional support at any point during the complaints process, you can contact the Housing Ombudsman Service:

@ Email: **info@housing-ombudsman.org.uk**

 Phone: **0300 111 3000**
(Monday to Friday,
9:15am to 5:15pm)

 **PO Box 1484
Unit D
Preston
PR2 0ET**

Information we'll need

We want to understand what has gone wrong. We'll need some details from you to help us to get started as soon as possible

When you contact us about a complaint, please give us the following information:

- Your name, address and tenancy reference number
- A description of your complaint and how it has affected you
- When the issue happened
- What you would like as a resolution
- A preferred contact number for us to call you and speak with you about your complaint.



What happens next?

We are committed to resolving your issues as quickly as possible. We may be able to do this quickly without the need for a formal investigation. If we feel that this is possible, we will discuss this with you. You always have the right to a full investigation.

Stage 1

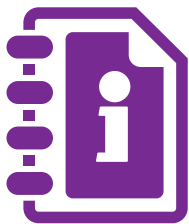
This is the first step in our formal procedure. Our Complaints and Customer Care team will contact you within five working days to acknowledge your complaint. We will investigate fully and keep you regularly updated. We aim to provide you a response within ten working days of your complaint being acknowledged. Where this is not possible, or we need more information to complete our investigation, we will let you know we need more time and explain when we will be able to provide you with a full response. Once the investigation is complete, unless you have chosen otherwise, we will always try to contact you to discuss the outcome before we send our formal response to you in writing.

Stage 2 (review)

We always aim to resolve your complaint at Stage 1. However, if you are unhappy with our response, then you can request that we review your complaint at Stage 2 of our internal complaints procedure. We ask that you contact us within 30 days of our Stage 1 response.

A Stage 2 Officer will contact you within five working days of receiving of your request to review your complaint, to understand your reasons for escalation. We will keep you regularly updated and provide you with a response within 20 working days of your complaint being acknowledged at Stage 2. If it becomes clear this is not possible, or we need more information, we will contact you to discuss this and agree a date for when you will receive your final response.





What will we do?

Making a complaint can be challenging and we will do all we can to support you and try to resolve your concerns as quickly as possible.

When we investigate your complaint, you can expect us to:

- Allocate your complaint to a case handler and ensure you are provided with their name and contact details
- Contact you within five working days to acknowledge and discuss your complaint
- Investigate your complaint thoroughly to ensure that we fully understand your issue, and consider all of the information available to us
- Respond to your complaint within ten working days of acknowledging your complaint at Stage 1. Some complaints are more complex and need a longer investigation to allow us to respond to your issue fully. If there is a delay in responding to your complaint, we will let you know why this is and explain when you can expect a response from us
- Contact you to discuss the outcome of our investigations. If we find that your complaint is justified and upheld, then we will explain to you any actions we will take to resolve your complaint
- Confirm in writing the outcome of our investigation and any proposed actions
- Follow up any proposed actions and outstanding work promised in your resolution and keep in contact with you to make sure it is managed and completed
- Explain the next steps if you are not happy with the outcome.



If you want to take it further

If you are still not satisfied with the outcome at Stage 2 of our complaints procedure, you can refer your complaint to the Housing Ombudsman Service.

The Housing Ombudsman can be contacted directly.

@ Email: **info@housing-ombudsman.org.uk**

☎ Phone: **0300 111 3000**
(Monday to Friday,
9:15am to 5:15pm)

✉ **PO Box 1484**
Unit D
Preston
PR2 0ET

🌐 You can find more information
here: **www.housing-ombudsman.org.uk**



We will always try and resolve your complaint in the easiest way possible for you. However, sometimes complaints can be quite complicated and we recognise that you may need extra support or advice throughout our complaints process. You can also contact the Citizen's Advice Bureau:

Citizens Advice Bureau

Citizens Advice
Third Floor North
200 Aldersgate Street
London
EC1A 4HD

Visit: **citizensadvice.org.uk**

Phone: **0344 411 1444**



Get in touch:

You can visit our website:

orbitcustomerhub.org.uk

For more information,
please contact us at:

orbitcustomerhub.org.uk/contact-us

Or to talk to us, please call:

0800 678 1221

Textphone:

18001 0800 678 1221

Take a look on social media:

f /OrbitHelp

@OrbitGroupUK

Our postal address:

**Orbit,
PO Box 6406,
Coventry,
CV3 9NB**

If you need information
in a different format
please contact us on

0800 678 1221

Orbit Group Ltd and Orbit Housing Association Ltd are registered societies under the Co-operative and Community Benefit Societies Act 2014 and are exempt charities registered with the Regulator of Social Housing.

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