

Here to help you

East North East Homes Leeds is committed to giving you the best possible service at all times. Sometimes we may exceed your expectations and we want you to tell us about this. We also want you to tell us when we get something wrong.




Let us know your views

If you have a complaint or feedback about ENEHL you can tell us.

In person  at any of our offices

Phone  0800 915 1600

Minicom  0845 127 1113 or 0113 2451543

Web  www.enehl.org.uk

Email  enehl.enquiries@enehl.org.uk

You can write to us:

You can either send a letter or fill in the free post form at the back of this leaflet. Hand in your letter or completed form at any ENEHL office or send it to:



**Feedback and Complaints, East North East Homes
Leeds, FREEPOST RRJX-YRTK-TACE
Leeds LS7 3YY**

www.enehl.org.uk

What happens next?



If you write to tell us how well we have done we will write and thank you for your kind words.

If you are unhappy with something we have done, or not done, we will consider if you have a request for service or information. If it is something we can sort out straight away we will try to deliver the service or provide the information requested. This would be noted as an Informal complaint.

If you wish to claim compensation for damage caused to your property or belongings, or injuries to a person living at, or visiting your property, ask for a compensation claim form and return it to us completed for consideration by our insurers.

Stage 1

If we can't resolve your problem we will contact you in 1 working day to tell you who will be dealing with your complaints and when you can expect a response. You will receive a full response to your complaint within 10 working days and if we need longer we will let you know.

Stage 2

If you are not happy with your response, and have more information which you feel needs to be considered, you can go to Stage 2 of our complaints procedure. Again you will receive a letter telling you who is dealing with your complaint and when you should receive a reply.

Stage 3

You can ask for your complaint to be reviewed by the East North East Homes Leeds Management Board should you still feel unhappy. They will acknowledge receipt of your request in 3 working days and, should they accept your request, they will tell you within 5 working days when your hearing will be. Following the review we will tell you what the panel has decided within 5 working days.

If after the review you are still not satisfied you can go direct to the Local Government Ombudsman (LGO).

You can call the LGO Advice Team on 0845 602 1983.

The Advice Team are available Monday to Friday from 8.30am to 5.00pm. You can also text 'call back' to 0762 480 4323.

Or you can write to them at:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

What do you want to say about East North East Homes Leeds?

Name Mr / Mrs / Miss / Ms / Other: _____

Address: _____

_____ Postcode _____

Contact phone number: _____

What do you want to say?

What do you think we can do to make things better?

Is your complaint a case of discrimination? Yes No

Is your complaint about an incident of harassment?

Yes No

(please continue on separate sheet if necessary)

If you have answered yes to either of the questions, please tick the appropriate box(es) below:

Racial Sexual Homophobic

Disability related Other _____

We need to make sure that we provide a fair service to everyone, please put a tick in the boxes that apply to you

Gender: Male Female

Are you a disabled person? Yes No

Ethnic Origin:

White British Irish Other

Black / Black British Caribbean African Other

Chinese or other ethnic Chinese Other

Asian / Asian British Indian Pakistani

Bangladeshi Kashmiri Other

Mixed White & Black Caribbean White & Black African

White & Asian Other

CONSENT STATEMENT

I agree to let East North East Homes Leeds collect information that will be useful in helping to find out more about what I have had to say.

Please sign your name here: _____

Please put today's date here: _____

**east
north
east**

homes leads



www.enehl.org.uk

**NO
STAMP
REQUIRED**

**Feedback and Complaints
East North East Homes Leeds
FREEPOST RRJX-YRTK-TACE,
Leeds LS7 3YY**

www.enehl.org.uk

Copies of this leaflet are available in the following ways:

- On tape



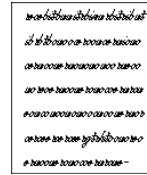
- By email



- On disc or CD



- As text only



- Or in large print



Please contact us and ask for the format you would like:

Tel: 0800 915 1600

Minicom: 0845 127 1113 or 0113 2451543

Email: enehl.enquiries@enehl.org.uk

Other

If you would like this document in another format or language, please tick as required and return to East North East Homes Leeds, Freepost RRJX-YRTK-TACE, Leeds, LS7 3YY.

Formats



CD



Large print



Braille



Text only



Your name:

Your address:

Telephone

أود أن يكون هذا المستند باللغة العربية.

ARABIC

لطفاً اكتب لنا برأيك في اختيارنا من خلال دمج.

FARSI

ئەم وەرەققەتەم بە کوردی دەنوێت

KURDISH

Chcę żeby ten dokument był w języku polskim.

POLISH

እኔም ብሉይ ቅጽ ለግድግዳ ለግድግዳ.

TIGRINI

میں پڑھاؤ اور زبان میں پڑھاؤ کا کراں

URDU

Another language (write in the box)

For more information call us on 0800 915 1600.

Let Us Know



**east
north
east**
homes leeds

www.enehl.org.uk 0800 915 1600 www.enehl.org.uk 0800 915 1600

This leaflet explains how you can have your say if you are:

- **Happy**
- **Unhappy**
- **Or just want to tell us something about East North East Homes Leeds**

East North East Homes Leeds
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East North East Homes Registered Office Tribeca House, 71 Roundhay Road, LEEDS, LS7 3BE



Leeds
CITY COUNCIL



INVESTOR IN PEOPLE