

WHAT IF I AM NOT SATISFIED?

You can appeal in writing to the Director of Corporate Services —NB Housing Association, The Gate Lodge, 8 Flax Street, Belfast, BT14 7EQ.

If you are not satisfied with the outcome you can write to the Secretary of the Management Committee—NB Housing, The Gate Lodge, 8 Flax Street, Belfast, BT14 7EQ. Their decision at any such appeal will be the Association's final stage of the Association's internal Complaints policy.

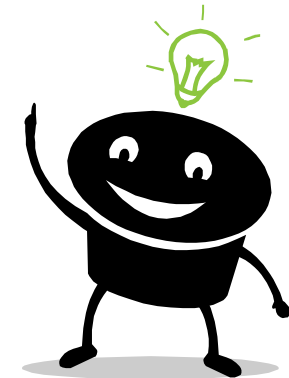
If you are not satisfied with the outcome at this stage you can make a formal complaint to the Commissioner for Complaints for Northern Ireland (The Ombudsman). His office can be contacted for advice on Free phone 0800 34 34 24, by writing to the Ombudsman, Freepost BEL 1478 Belfast BT1 6BR or email ombudsman@ni-ombudsman.org.uk.

It should be noted that the Ombudsman normally expects that a complainant will have used the Association's internal complaints procedure before bringing a complaint to him.



16 Flax Street
Belfast
BT14 7EJ
Phone: 028 90593301

How to complain



**And make
suggestions**

**We need your help to ensure we
provide quality services**

INTRODUCTION

Flax Foyer strives to ensure that we offer effective services and that they are of a high standard.

We would like to hear from you if you have any suggestions on how we can improve our services.

You have the right to be involved in the decisions we make about our services as they affect you.

Staff will offer support so that you can tell us what you think about our services.

We will listen to what you say and let you know what is happening.

You can also place any suggestions in the suggestion box which is in the common room.

NB Housing has a complaints policy, which explains what to do if you are not satisfied with the service. Also see flow-chart.

WHEN TO COMPLAIN?

A complaint is any dissatisfaction expressed about a decision made by the Association or about the performance of any aspect of its work. Complaints may be made about decisions, about lack of service, or about the manner in which a service was provided

You can report your complaint to Flax Foyer who will either resolve your complaint or give you an explanation as to why your complaint cannot be resolved.

HOW TO COMPLAIN?

Firstly, tell a member of staff as soon as possible. Staff will be happy to discuss your complaint with you.

If you are not satisfied with how your complaint is dealt with you will be asked to complete a complaints form.

WHAT IS THE NEXT STEP WITH MY COMPLAINT?

The Foyer Manager will arrange to meet with you to discuss your complaint.

An acknowledgement letter and a copy of the association's complaints policy will be issued within 5 working days of the complaint being received.

Action will be taken within 10 days to resolve your complaint or explain why it can not be resolved.

You will be told exactly what is happening with your complaint and how it may be resolved. If your complaint involves another resident you will not necessarily be told of the discussion between staff and the other resident.

Written records will be kept of your complaint so that we can ensure we make any changes necessary.