

**This is an Easy Read guide to compliments, complaints and comments about RWP's services.**



This leaflet tells you what to do if you think we are doing something well.

This is called a **compliment**.



This leaflet tells you what to do if you are not happy in your home.

This is called a **complaint**.



This leaflet tells you what to do if you think we could do something better.

This is called a **comment**.

## How to tell us that you are happy



You can tell us when you think we are doing **something well**.

You can tell us if you think of a way that we can **make our services better**.

You can do this by:

- **Calling us:** 0333 320 2675, Monday to Friday 8am - 6pm
- **Sending us an email:**  
[RWPenquiries@progressgroup.org.uk](mailto:RWPenquiries@progressgroup.org.uk)
- **Visiting our website:**  
[www.residewithprogress.org.uk](http://www.residewithprogress.org.uk)
- **Using live chat:**  
[www.residewithprogress.org.uk](http://www.residewithprogress.org.uk), Monday to Friday 8am - 5pm
- **Writing to us:** RWP, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW
- **Talking to us:** your Housing Officer or your Involvement Team will help
- **Visiting us:** at our offices in Leyland, Sumner House, 21 King Street, Leyland, Lancashire PR25 2LW.

## How to tell us that you are not happy

We deal with complaints by following the Housing Ombudsman Complaint Handling Code. This can be found on the website at [www.housing-ombudsman.org.uk/wp-content/uploads/2022/03/Complaint-Handling-Code-Published-March-2022-1-1.pdf](http://www.housing-ombudsman.org.uk/wp-content/uploads/2022/03/Complaint-Handling-Code-Published-March-2022-1-1.pdf)



We want to know if you feel that:

- We did something **wrong**.
- We did something that you think we should **not have done**.
- We have not done something that you think we **should have done**.



You can make a complaint by:

- **Calling us:** 0333 320 2675, Monday to Friday 8am - 6pm
- **Sending us an email:** [RWPenquiries@progressgroup.org.uk](mailto:RWPenquiries@progressgroup.org.uk)
- **Visiting our website:** [www.residewithprogress.org.uk](http://www.residewithprogress.org.uk)
- **Using live chat:** [www.residewithprogress.org.uk](http://www.residewithprogress.org.uk), Monday to Friday 8am - 5pm
- **Writing to us:** RWP, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW
- **Talking to us:** your Housing Officer or your Involvement Team will help. You can also visit us at Sumner House.

## What will happen if you make a complaint?



We will look at **your complaint (Stage One)**.

We will **contact you** within five working days to tell you what we will do next.

You can tell us how you would like us to **contact you** by telephone, by email or by letter.



We will listen to what you are telling us and show you how we will try to **make things better**.



You can also have someone to deal with your complaint **on your behalf**, such as a friend, relative or Member of Parliament (MP).

## What happens if you are not happy with what we say about the complaint?



**Housing**  
Ombudsman Service

Local Government &  
Social Care  
**OMBUDSMAN**

You can ask us to look at your **complaint** again (**Stage Two**).

We will do this and will **contact you** by letter or email within five days. You **will receive** a full written response within 20 working days.

If you are **still not happy**, you can ask someone else to speak with us about your complaint.

You can do this by asking a **Member of Parliament (MP)** or councillor.

There are also two ombudsman services that you can speak to for advice at any stage of our complaints process.

### **Housing Ombudsman Service**

PO Box 152

Liverpool

L33 7WQ

Telephone: 0300 111 3000

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### **Local Government & Social Care Ombudsman**

PO Box 4771

Coventry

CV4 0EH

Telephone: 0300 061 0614

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

## Compensation and goodwill payments



We will always try to give you a **good service**.

However, if you have problems because of our service and it is not your fault we **may offer** you compensation or a goodwill payment.

**Compensation** is usually money or a voucher.

If we think you should get compensation, we will **talk to you**.



Thank you for reading this leaflet.

We hope you will keep giving us **feedback** so we can make our services **better** for all of our customers and tenants.