

## What We Will Need To Know

- ❑ Your name and details of how to contact you.
- ❑ Details of your complaint, compliment or comment.
- ❑ What you would like us to do, to put things right.

## What You Can Expect From Us If You Make A Complaint

We will:

- ❑ Investigate your complaint carefully and thoroughly.
- ❑ Write back to you within ten working days (occasionally we may need longer to fully investigate your complaint, if this happens, we will contact you and tell you when you can expect to hear from us).
- ❑ You will not be treated any less favourably as a result of complaining about our service.

There are some things we cannot change....

Such as regulations and procedures required by law, or policies which have been set to guide the way our service is delivered.

We will always explain why this is, and tell you who else to contact if you are still unhappy.

If you are visiting Gatesbiel for social or business purposes and would like to complain or compliment us, you can:

- Complete the enclosed slip and hand it to the warden on duty.
- Contact us by writing, telephone or email.

Gatesbiel Quaker Housing Association Ltd  
New Road, Windermere  
Cumbria LA23 2LA  
Telephone: 015394 45578  
Email: [scheme.manager@gatesbiel.org.uk](mailto:scheme.manager@gatesbiel.org.uk)  
[chair@gatesbiel.org.uk](mailto:chair@gatesbiel.org.uk)

A copy of our  
Comment/Complaint/Compliment Slip  
should be enclosed with this leaflet.  
If it is not, please ask a member of staff  
for one.

This leaflet can be made available in  
other formats.

# Gatesbiel Quaker

Housing Association Ltd

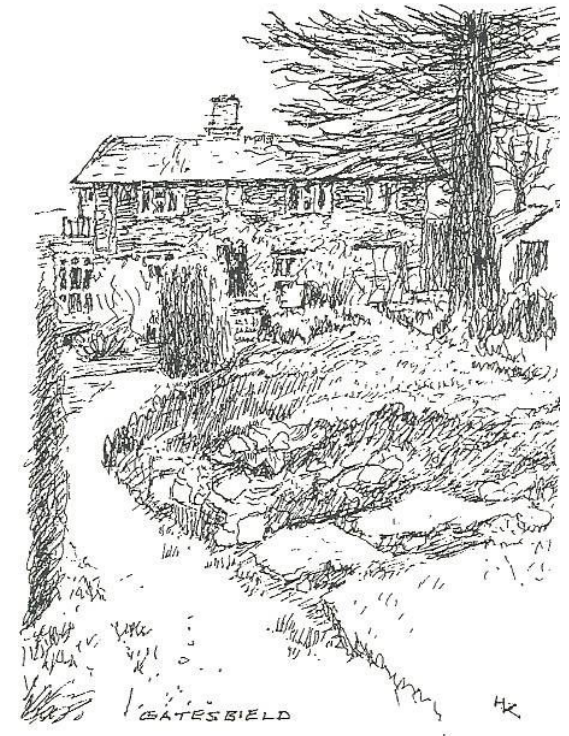
New Road, Windermere

Cumbria LA23 2LA

Telephone: 015394 45578

Email: [enquiries@gatesbiel.org.uk](mailto:enquiries@gatesbiel.org.uk)

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



How To  
Comment, Complain  
Or Compliment Us  
About Our Service

## Do we measure up?

At Gatesbiel we aim to set high standards across the full range of services we offer.

We are also aware that we may not always get it right – and when we don't measure up, we want you to tell us about it.

We would also like you to tell us when you are particularly pleased with us, when we exceed your expectations.

We can learn from both our mistakes and successes, to make the service we provide even better in the future.

## When Should I Complain?

- ❑ If any of our services have not reached the standard you expect.
- ❑ If you feel a member of staff, trustee or volunteer has treated you badly or unfairly.
- ❑ If we don't do something we have promised to do.
- ❑ If you are unhappy about anything else we have (or have not) done.

## If you just want to:

- ❑ Tell us about a job you want us to do, (such as carrying out a repair to your flat) or
- ❑ Report a fault for us to fix (such as the communal lighting or slippery paths etc.);

All you need do is speak to the warden on duty, who will take the appropriate action.

## How Can I Make a Complaint?

However, if your problem is more complex or perhaps we may have failed to do something we promised to, the easiest way is to fill in the Comment/Complaint/Compliment Slip, and hand it to the warden on duty.

Alternatively you can write a letter, or send an email to the Scheme Manager or to the Chairman of the Association.

Gatesbiel Quaker Housing Association Ltd  
New Road, Windermere  
Cumbria LA23 2LA  
Telephone: 015394 45578  
Email: [scheme.manager@gatesbiel.org.uk](mailto:scheme.manager@gatesbiel.org.uk)  
[chair@gatesbiel.org.uk](mailto:chair@gatesbiel.org.uk)

Your complaint will then be dealt with as an official complaint.

## Compliment!

You may also want to compliment us when we have helped you in a particular way, or where we have done more than you expected of us.

If you are making a Compliment you can use the:  
Comment/Complaint/Compliment Slip,  
write to us or send an email.

We will make sure your compliment is passed on to the relevant department.



## “I would just like to comment on something”.

That's fine, we welcome your comments

You can pass on your comment by completing the:  
Comment/Complaint/Compliment Slip,  
write to us or send an email.