



HONEYCOMB
GROUP



COMPLAINTS GUIDANCE

Everything you need to know

Complaints, compliments, and feedback.



Introduction

The Honeycomb Group aims to provide high quality services for all customers. Our value of 'being dead genuine' means being authentic with customers and creating a memorable experience.

There will be times when we get things wrong, and customers may have a reason to complain about our actions or activities at Honeycomb or the way they feel they have been dealt with. A customer may feel they have not received the standard of service they wanted or an outcome they expected.

If you're not happy - we want to know about it straight away so that we can resolve things quickly for you.

We are here to listen and learn and welcome your feedback, which helps us to develop and improve services for you. It's important to tell us when things go right or when they go wrong so we can continue to improve our service to you.

How to make a complaint

The quickest way to resolve an issue is often a phone call to speak to one of our Customer Hub advisors, or to click and complete our online form 'Putting it Right' (service request) for a quick resolution.

Whenever possible we'll resolve the issue straight away, and if we are unable to do this to your satisfaction we'll let you know the next steps to get your issue resolved.



By email

complaints@honeycombgroup.org.uk



By telephone

01782 744 533

(Monday - Friday 9am-5pm)



By writing to us

Complaints at Honeycomb Group, 308 London Road, Stoke, ST4 5AB



By visiting

www.honeycombgroup.org.uk/complaints



**By reporting
directly to a
member of staff**

What happens once I make a complaint?

We want to resolve your issue as quickly as possible and where appropriate we'll work with you to provide a response or to put it right.

We have a two-stage process that works like this:

Stage one

When receiving a complaint we will:



We'll acknowledge your complaint within five working days and let you know who is managing your complaint.



Confirm what your complaint is about and the outcome you're looking for.



Call you to talk about your complaint and how it can be resolved.



We'll aim to investigate and respond to your complaint within 10 working days. Some cases need more time to investigate, in this case we may decide to extend the response deadline by up to 10 working days. If we feel we need to extend the response deadline by more than 10 working days we will contact you to discuss and agree extension options.

Stage two

If we are unable to resolve the issue straight away, it will go into the following stage-two formal procedure.



We'll acknowledge your complaint within five working-days and let you know who will manage your complaint



We will call you to talk about why you remain dissatisfied and what we can do to resolve your complaint.



We'll aim to investigate and respond to your complaint within 20 working days. Some cases need more time to investigate, in this case we may decide to extend the response deadline by up to 20 working days. If we feel we need to extend the response deadline by more than 20 working days, we will contact you to discuss and agree extension options.

What if I'm unhappy with the outcome?

If you are unhappy with the stage two outcome, you can go directly to the organisation which commissions, funds or regulates the service you are complaining about. For housing it is:

The Housing Ombudsman



info@housing-ombudsman.org.uk



0300 111 3000



Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Let us know when things have gone well

It's great to hear about when we've delivered excellent service, you've had a really positive experience that you want to share, or you just want to give us some general feedback.

Please use the online compliments form on our website and include as much information as possible, so it can be passed on to the correct member of the team.

www.honeycombgroup.org.uk/compliments

