

# compliments, complaints & comments



your  
**home**  
team

**We aim to provide high quality services to our customers. In order to achieve this, we need to know what customers think about the services we provide.**

**We welcome comments and compliments as these help improve our service.**

**Sometimes things go wrong, if this happens we need you to let us know. We can then put it right and use your complaint to improve so we don't make the same mistake again.**

## **Compliments and comments**

**Have you been impressed by our service? Did we perform well? Has a particular member of staff gone that extra mile to help you out? If so, we would really like to hear from you.**

- You can write to us at  
Wulvern Customer Services  
Wulvern House  
Electra Way  
Crewe  
CW1 6GW
- You can email us. [customer.services@wulvernhousing.org.uk](mailto:customer.services@wulvernhousing.org.uk)
- Or phone us 01270 506200
- You can call in to one of our Wulvern Choices Shops





**“Your staff  
were so kind  
and helpful”**

## Complaints

**You should complain if you feel that Wulvern has:**

- Failed to do something it should have
- Treated you impolitely or unfairly
- Acted badly or below standard
- Done something it should not have done

If you want to make a complaint, contact the person who dealt with your service to give them an opportunity to sort the problem out straight away. If you are not sure who to speak to, phone our Customer Services Team on 01270 506200.

**Wulvern holds  
weekly surgeries  
so local people can  
report problems  
and get things  
changed**



## **Making a formal complaint**

**We will do everything we can to resolve your complaint informally. However, if you are not satisfied with the outcome, then you can make a formal complaint by following three stages:**

### **Stage 1**

You can write to Wulvern (a complaint form is available), telephone, email, or visit a Wulvern Choices shop. We will acknowledge your complaint formally within 3 working days and a Manager will investigate and respond within 10 working days. If a reply is not possible within this timeframe, we will write with a new target date for our reply.

### **Stage 2**

If you are not happy with the response at Stage 1, you can ask for your complaint to be reviewed by a Wulvern Director. Your request will be acknowledged within 3 working days and you will receive a detailed response within 10 working days.

### **Stage 3**

If you are still not happy, you can ask for your complaint to be reviewed by the Chief Executive and/or the Wulvern Complaint Panel as appropriate. Your request will be acknowledged within 3 working days, and a detailed response will be sent within 10 working days of the panel meeting, advising you of the Complaints Panel decision, together with the Independent Ombudsman's contact details.

Once your complaint has been remedied we may contact you to ask you to complete a short questionnaire, asking for feedback on how we dealt with your complaint.

## Contact details:

### **Wulvern House**

Electra Way  
Crewe  
CW1 6GW  
Call 01270 506200

### **Wulvern Choices Crewe**

Edleston Road  
Crewe  
Call 01270 506200

### **Wulvern Choices Nantwich**

Beam Street  
Nantwich  
Call 01270 506200

### **Independent Housing Ombudsman**

Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN

Tel: 020 7421 3800  
Lo-Call: 0845 7125 973  
Minicom: 020 7404 7092

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

### **Opening hours for Wulvern Head Office**

Monday – Friday 8.30am – 5pm

### **Opening hours for Wulvern Choices Crewe**

Monday 9am – 5pm  
Tuesday 9am – 5pm  
Wednesday 9am – 5pm  
Thursday 10am – 5pm  
Friday 9am – 5pm

### **Opening hours for Wulvern Choices Nantwich**

Monday and Thursday  
9.30am – 12.30pm  
1.30pm – 5pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

#### Arabic

لتلقى معلومات في لغتك الرجاء أطلبها منا على الرقم  
01270 506200

#### Chinese

如欲索取閣下語言的資料，請致電  
01270 506200 向我們查詢

#### Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200  
નંબર પર કોલ કરીને અમને પૂછો.

#### Italian

Per informazioni nella vostra lingua siete pregati  
di contattare il seguente no.01270 506200

#### Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه به یوه ند یمان بئێ بکه به  
01270 506200

#### Polish

Po informacje w języku polskim prosimy  
dzwonić pod numer 01270 506200

#### Portuguese

Para informação na sua linguagem, por favor  
fale com nos, 01270 506200

#### Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,  
01270 506200

#### Urdu

اچھی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔

**wulvern your home team**

approved by  
**crystal clear readers**

**www.wulvern.org.uk**

**01270 506200**