



staffordshire
HOUSING ASSOCIATION

Making a complaint



We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተርጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሱን አባዘን ይጠይቁን።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’
ARABIC

BENGALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمه‌ده‌توانین هه‌ندێ ئ زانیاری تر وه‌رگێڕینه‌وه‌سه‌ر زمانه‌کاتی تریش. تکایه‌یۆ ده‌سته‌به‌ه‌کردنی زانیاری زۆرتر، په‌یوه‌ندیمان پێوه‌بکه‌ن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

‘ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ሓበሬታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ሓበሬታ ንምርካብ ድማ ብኻብራትኩም ኤተቱና።’

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:



Large print



Audio CD



Braille



Other languages

If you think we've done something wrong, we want you to tell us. We take every complaint seriously and we want to know your concerns so that we can put things right and learn when things go wrong.

Who can complain?

Any customer can make a complaint. We will deal with anonymous complaints, but if we cannot ask the person who has made the complaint for more information we may not be able to take action.

How to make a complaint.

You can complain by any of our usual contact methods: talking to us on the phone, writing, visiting the office, or emailing details of your complaint.

If you would like to put your complaint on a form, please call us and we will pop one in the post, or you can fill one in online at www.staffshousing.org.uk.

What to tell us.

We'll need your name, address and contact details. And, of course, we'll need as much information as possible on what exactly has gone wrong.

What happens next.

When we get your complaint we will contact you within 24 hours and let you know who is handling your complaint and the timetable for responding to you.

We'll also send you a copy of our complaints policy which explains every stage of the process, how long it will take and what to do if you're still not satisfied at any point.

Checking up on complaints.

We keep track of the number of complaints we get and how quickly we deal with them and lessons we learn from complaints. We will let you know how we're doing in our customer magazine.

Helping you make complaints.

If you need help with making your complaint, please ask us. We can visit you at home, fill in forms for you or provide an interpreter or someone who can use British Sign Language.

How to contact us

Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

Email.

mailbox@staffshousing.org.uk

Address.

Staffordshire Housing Association
308 London Road
Stoke on Trent, ST4 5AB

Website.

www.staffshousing.org.uk

Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.