

Complaints at PRHA



PRHA  Portsmouth Rotary
Housing Association

At PRHA we aim to give an excellent service, however on occasions things will go wrong. When things do go wrong our team will try rectify the matter quickly as possible and will seek to learn from the experience so that it does not happen again.

What is a complaint?

If you are unhappy about the standard of service you receive from PRHA, and want to make a complaint, PRHA will investigate in accordance with our procedure and best practice in handling complaints.

Complaints should be made as soon as possible. We will not normally investigate a complaint if it is about something that happened more than six months ago. The first request for a service (such as a repair or a first report of neighbour nuisance) is not a complaint. It only becomes a complaint if you feel the service requested has not been performed or has not been performed well.







Who can complain?

Anyone who uses our services can complain such as tenants, applicants for housing, contractors, suppliers and members of the public affected by our services.



How to make a complaint

You can make a complaint:

-  In person at PRHA's Head Office
-  In writing by letter, email or via PRHA's website
-  By telephone
-  By sending a text to **07860 063317**

If you need help in making a complaint, our team will offer support or direct you to an independent advisor who can act on your behalf. You can also ask a family member or friend to support you at any stage. PRHA can also provide translations or a translator if appropriate.



How PRHA will handle your complaint

We will acknowledge your complaint and seek to resolve the complaint at the first point of contact and within three working days. If it is not possible to resolve your complaint at the first point of contact, PRHA will investigate your complaint and seek to resolve the matter within 10 working days of receiving the complaint. This is known as Stage 1.

If you remain dissatisfied you can refer your complaint to Stage 2, to appeal against PRHA's decision. Your appeal will be investigated by PRHA's Chief Executive within 10 working days of receiving the appeal.

You can contact the Housing Ombudsman at any time throughout the investigation into your complaint. Ombudsman findings will be binding. You can submit a complaint via the Ombudsman website at **www.housing-ombudsman.org.uk** or contact the Ombudsman office directly as follows:

Telephone - **0300 111 3000** - 9.15am - 5.15pm,
Monday to Friday

Post: Housing Ombudsman Service,
PO Box 152, Liverpool L33 7WQ

Email: **info@housing-ombudsman.org.uk**

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Complaints Handling Flow Chart



How to complain:

In Person at Rotary House, 2A Ruskin Road,
Portsmouth, PO4 8RQ

Telephone **02392 754791**

By text **07860 063317**

By Email to **enquiries@prha.co.uk**

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