

Compensation

In exceptional circumstances you might put in a claim for financial compensation.

For compensation claims, we'll take into consideration:

- whether we've failed in delivering a service
- how much you've been disrupted
- how long it's taken to put right
- if there's been significant distress

Assessing financial claims

When we're deciding if financial compensation applies and how much to offer, we'll consider:

- the disruption our failure's caused
- the length of time you've suffered, either from not receiving a service or a service not working properly
- when we were told about the issue
- how likely it was that we could have predicted the problem
- the consequences and impact the failure had and the likelihood of it happening again

Head office

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Sovereign Housing Association Limited is charitable

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Making a complaint



Making a complaint

We work hard to do our best for residents and meet our customer commitments:

- we make it easy
- we take responsibility
- we get it done
- we keep in touch

We aim to deliver quality services to you, and our values (accountable, together, drive to deliver and adaptable) should underpin everything that we do and the way that we do it.

But we realise that sometimes things can go wrong and that's when these commitments and values become even more important.

Our complaints policy

Our complaints policy makes sure we take your issues seriously. We'll make it easy for you to let us know when something's gone wrong and we'll work with you to resolve your complaint.

- We make sure that we understand what's happened from your point of view and look for a solution that works for you.
- We'll try to sort the issue out there and then to put it right. If not, we'll make sure the right person investigates and resolves your complaint if it's more complex or specialised.
- We'll look at the cause of the issue so we can prevent it from happening again.

- We'll keep in touch until everything's sorted out.
- If we can't agree on a solution, we'll be honest about what we can and can't do and only close a complaint when we've tried everything reasonable to resolve it.

Logging a complaint

You can log a complaint in lots of ways. For example, by phone, online at My.Sovereign.org.uk, in writing, by email or via an employee. Whichever method's easiest for you.

We can log complaints from our customers and from external individuals who've been affected by one of our services.

What happens next?

Once we receive a complaint, we'll log it and give you a reference number - which you can quote when you contact us about it.

The first stage of our complaint process will normally be handled by our Resolution team, or an expert within the business if it's more appropriate.

We'll agree a timescale with you to resolve your complaint and give you regular updates until everything's sorted.

If you're unhappy with the resolution at this point, please get in touch and we'll see if there's anything further we can do at this early stage. If not, we can escalate your complaint to a senior manager to review. This will be overseen by a director.

At this stage the manager will review your complaint and any new evidence. They'll discuss it with you and try to reach a resolution.

If we can't resolve your complaint at the review stage, or you're not satisfied with the outcome, you'll have the option to refer your complaint externally.

You can ask a local 'designated person' such as a councillor or MP to act on your behalf. Alternatively, you have the option to wait eight weeks and then ask the Housing Ombudsman to review your complaint.

The Ombudsman's contact details are:

Housing Ombudsman Service

Exchange Tower
Harbour Exchange Square
London
E14 9GE

Email: info@housing-ombudsman.org.uk
Phone: 0300 111 3000

If you're a shared owner or a leaseholder and want to complain about charges, you can also contact:

First Tier Tribunal (Property Chamber) Southern Region

Phone: 0845 100 2167 or 01243 779394

Help to complain

If you need help or advice about making a complaint, you can contact your local Citizens Advice or other advice service.

If you have any questions about our complaints procedure, please contact us.

You can also contact us if you'd like any of our complaints information in another format or language.