



Co-operative
housing
Ireland

MAKING A COMPLAINT

WE'LL INVESTIGATE THIS
FOR YOU, NO PROBLEM.

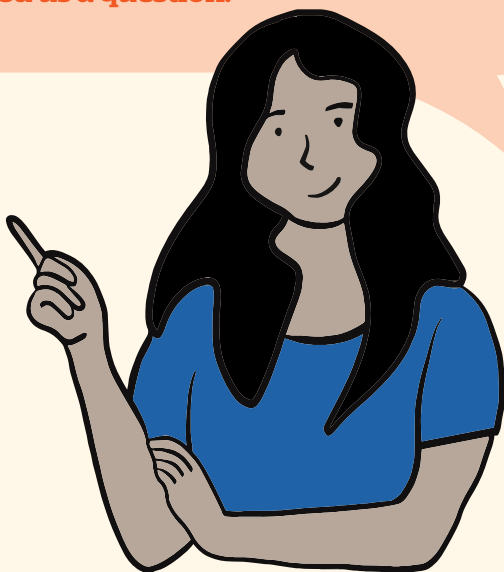


WHEN SHOULD I MAKE A COMPLAINT?

If you have been negatively affected by or are unhappy with anything we say or do then you may want to make a complaint.

For example, if the answer is yes to any of the following questions, then you may wish to make a complaint:

- **CHI has not followed their own policies and procedures**
- **One of our employees or contractors has behaved in an unprofessional manner. For example, they have been rude to you.**
- **You feel you have been treated unfairly**
- **There have been excessive or unexplained delays when you have asked us a question.**



HOW DO I MAKE A COMPLAINT TO CHI?



There are a number of ways to do this:





- Email the details of your complaint to **complaints@cooperativehousing.ie**
- Ring our national Contact Centre on **01 640 3074**
- Give details of your complaint directly to a CHI colleague.
- Write down your complaint and send it to us (although this is not a requirement, if you speak with one of our colleagues, they will take the details from you).

WHAT IF I AM NOT HAPPY WITH THE OUTCOME OF THE COMPLAINT INVESTIGATION?

All tenants of an Approved Housing Body, such as Co-operative Housing Ireland, have the right to raise issues with the Residential Tenancies Board (RTB) where they believe that something that their landlord has or has not done is a breach of the tenancy agreement.

Although we would encourage you to speak with us first, you can contact the RTB at any time if that's what you want to do.

Contact details for the RTB are as follows:

-  www.rtb.ie
-  disputes@rtb.ie
-  0818 30 30 37 or 01 702 8100
-  Residential Tenancies Board
PO Box 47, Clonakilty, County Cork

Something not quite right but don't
want to make a complaint?



We would also encourage you to make **suggestions** about any aspect of our services. We do not treat suggestions as a complaint, but we do try to learn from suggestions as a way of improving our services. You can make a suggestion to any CHI colleague.



WHAT HAPPENS WHEN I MAKE A COMPLAINT TO CHI?

- We record the details of your complaint.
- We send you a formal acknowledgement of your complaint within 3 working days.
- We investigate your complaint. A manager will write to you to tell you what they have found and whether or not your complaint has been upheld. If the investigation can't be completed in around 10 working days, they will write to you to explain this and give you a new response date.
- We send you outcome of the investigation in writing, and tell you what to do if you are not happy with the outcome.
- If there has been a clear service failure, we may offer you a goodwill payment.

THERE ARE 2 STAGES TO OUR COMPLAINTS PROCEDURE:

Stage 1 - is investigated by a manager at CHI.

If you are not happy with the outcome at Stage 1, you can ask for your complaint to be escalated to Stage 2.

Stage 2 - is overseen by a director at CHI.

Stage 2 is the final stage of the procedure.

GET IN TOUCH

Call (01) 640 3074 or email
info@cooperativehousing.ie

Co-operative Housing Ireland:

123 Avondale Park
Mulhuddart
Dublin 15
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Co Cork
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