



Information for Residents (STAIRs)

Customer Engagement

Your experience helps us improve our services. We want residents to have a say in decisions that affect their homes, buildings and housing services. You can share your views through surveys, house meetings, consultations and everyday conversations with our team.

We will explain what we have heard, what we have changed and, where we cannot make a suggested change, why. You can also make a complaint if something has gone wrong; giving feedback or making a complaint will not affect the service you are entitled to receive. Your feedback both positive and negative is highly valuable to us when shaping our services to enable continued improvement and delivery to you.

Good information only works if you can access and understand it.

Reasonable adjustments and accessible information

Tell us if there is a better way for us to communicate with you. Depending on your needs, this may include large print, Easy Read, a translated document, an interpreter, extra time, a nominated representative, communication by email rather than phone, or another reasonable adjustment.

Equality and respect

Pivotal aims to provide services fairly and without unlawful discrimination. We expect the same basic standard of respect between customers, staff, contractors, support providers and visitors. Harassment, hate incidents, threats and discriminatory abuse should be reported.

Advocacy and representatives

You can ask a trusted person, advocate, appointee, attorney or other representative to support you with housing matters where appropriate. We may need your consent or evidence of their authority before sharing personal information or allowing them to make certain decisions for you.

Have your say

Customer feedback should shape services. Pivotal may ask for views through surveys, customer engagement, meetings or consultations. Taking part is usually optional, but it is a useful way to influence how housing services work.

POLICIES ARE LIVE DOCUMENTS

The handbook gives the practical summary. For the latest full policies - including repairs, complaints, privacy, domestic abuse and safeguarding - use the Customer section of the Pivotal website.



You should be able to tell us when something has gone wrong, and to understand what happens next.

Making a complaint

A complaint is an expression of dissatisfaction about our service, action or lack of action where you want a response. You do not have to use the word "complaint". You can complain yourself or ask a representative to help you.

- Tell any Pivotal employee or Service Manager.
- Email complaintsandcompliments@pivotalhomes.co.uk.
- Use the complaints information on the Pivotal website.

Our two-stage process

Stage 1

We should acknowledge the complaint within 5 working days and provide a full response within 10 working days of acknowledgement. If more time is genuinely needed, we should explain why and give you a revised date.

Stage 2

If you remain unhappy, you can ask for the complaint to be considered at Stage 2. We should acknowledge the escalation within 5 working days and provide our final response within 20 working days of acknowledgement.

The Housing Ombudsman can provide information about complaint handling and can consider eligible complaints after the landlord's internal process. Current details are at housing-ombudsman.org.uk or 0300 111 3000.

Compliments, comments and ideas

We also want to know what works well and what could be better. Feedback can be given through your Housing Officer, customer engagement activities, house or scheme meetings where these take place, or the Pivotal website.