

Comments

Complaints

Compliments

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# Complaints, Compliments and Comments

If you would like to provide feedback on any of our services, please use the contact form on our website: [oaklee.ie](http://oaklee.ie), send an e-mail to [enquiries@oakleehousing.ie](mailto:enquiries@oakleehousing.ie) or send in a letter to our Head Office.

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**We want to hear from you if you have any comments, suggestions or compliments about our services or staff.**

## COMPLAINTS

### How to Complain

We define a complaint as 'any oral or written expression of dissatisfaction by any person, however made, about the service, action or inaction of Oaklee Housing or its officers which requires a response'.

The Association has implemented a dedicated Customer Services Centre for you to report repairs or make general housing enquiries.

You can make a complaint using the following methods:

- Contact Form
- By telephone: **01 400 2650**
- In person or in writing to:

**Oaklee Housing**  
**132 James's street**  
**Dublin**  
**D08 PK25**

Our first action will be to consider if we can resolve your concern immediately. If we can't, we will register your complaint. We aim to acknowledge all complaints within one working day.

### Local Resolution

Problems can be raised informally in the first instance. Please discuss your concerns with your Scheme Coordinator, Housing Officer, Property Services Officer or Development Officer. Where a complainant is unhappy with the initial response, he or she has the opportunity to appeal to a higher level within Oaklee Housing. We will fully investigate all reasonable complaints made about our service and aim to find a solution as quickly as possible. Where we cannot resolve the issue immediately, you can ask to have your complaint dealt with through our three stage complaints procedure.



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## Stage 1

- Once you register your complaint with the Customer Services Officer you will be sent a letter of acknowledgement on the date of receipt.
- Your complaint will be passed to a Senior Manager nominated by Chief Executive Officer.
- We aim to respond to you within 14 working days.

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## Stage 2

- If you are not satisfied with the outcome of your complaint you must contact Oaklee Housing within 28 days from the date of the Stage 1 response informing us as to why you are dissatisfied and how you would like us to resolve it.
- We will forward your complaint to the Chief Executive Officer who will review and investigate.
- We will reply to you within 28 working days.

## Next Steps

Once our internal complaints procedure has been completed, you have the right to take your complaint to the Residential Tenancies Board.

There are two methods of Dispute Resolution available via the Residential Tenancies Board.

**Mediation:** The aim of Mediation is to give both parties a shared understanding of the problem so they can work towards reaching a mutually satisfactory resolution of the matter. If the Mediation is not successful, one or both parties can apply to have the dispute dealt with by a Tenancy Tribunal.

OR

**Adjudication:** At Adjudication, both parties present their evidence to an Independent Adjudicator who makes a determination on the issues in dispute where no agreement can be reached. The Adjudicator's decision is binding unless there is an appeal to a Tenancy Tribunal.

The Residential Tenancies Board is completely independent of Oaklee Housing. Oaklee Housing will cooperate fully in the course of any investigation carried out by the Residential Tenancies Board.

**You can contact the RTB by telephone, email or post.**

Phone the RTB: 9:00am to 5.00pm  
Monday to Friday - 0818 30 30 37

E-mail - Dispute Resolution queries:  
disputes@rtb.ie

Website [www.rtb.ie](http://www.rtb.ie)

RESIDENTIAL TENANCIES BOARD,  
PO BOX 47,  
CLONAKILTY,  
COUNTY CORK.



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### Group, Third Party and Anonymous Complaints

Where a group of tenants, housing applicants or another group of individuals make a complaint we will request a "lead complainant" to be nominated with whom we can liaise.

Any person who makes a complaint on behalf of another tenant, housing applicant etc, will be asked to provide the name and address of that person and their desired resolution.

All correspondence will be copied to the person being represented.

If a tenant, housing applicant etc, contacts us to complain but wishes to remain anonymous we will respect this decision and investigate the complaint in the normal manner. We will close the complaint once we have investigated and taken any necessary actions.

### Persistent and Malicious Complaints

We have a duty to use our time and resources as effectively as possible and tenants have a responsibility to behave reasonably. We will regularly monitor and review our Complaints Policy to ensure that it continues to meet our corporate objectives, and is fair and equitable.

We reserve the right to deal with some complaints in a different manner, for example; if it is being pursued in an unreasonable manner, or unreasonably raising matters which have already been responded to, we may consider a different course of action to achieve a resolution. We consider the actions of persistent or unreasonable complainants to be unacceptable when they take up what we regard as being a disproportionate amount of time and resources.

**Oaklee Housing understands that individuals may act out of character in times of difficulty or distress.**

**Unacceptable Actions or Behavior by Complainants**

Oaklee Housing understands that individuals may act out of character in times of difficulty or distress. Indeed a complainant may have encountered upsetting or distressing circumstances prior to bringing a complaint to the Association. Oaklee Housing does not therefore view actions or behavior as unacceptable simply because a complainant is assertive or determined.

However, the actions or behaviour of complainants who are angry, demanding or persistent may be viewed as unacceptable behaviour towards Oaklee Housing staff. It is these actions or behaviours that the Association considers unacceptable. In certain circumstances where a complainant's actions are unacceptable, overly demanding, violent or abusive we reserve the right to restrict or change their access.

**Complaints Received when Court Action is Pending**

A complainant cannot make a formal complaint to Oaklee Housing if it is in relation to any pending court action initiated by either Oaklee Housing or the Complainant.

**Freedom from Harassment and Illegal Eviction**

A landlord who continually acts in a way that is designed to make a tenant leave the property could be guilty of harassment. This could include things such as; changing the locks, cutting off your water or electricity supply, interfering with your possessions or threatening verbal or physical behaviour. The law offers protection to tenants in these circumstances, always seek advice immediately. The Residential Tenancies Board has the power to investigate such actions.



**We deal with and respond to complaints openly and nondefensively and take a problem-solving approach.**

**How We Manage our Complaints**

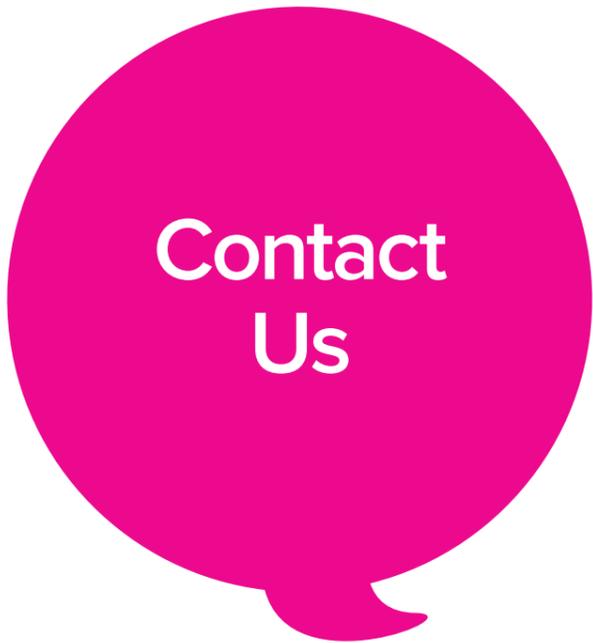
Our Complaints Department focuses on reaching a solution to all complaints. We deal with and respond to complaints openly and nondefensively and take a problem-solving approach. We record and monitor all complaints and will inform complainants of progress and the outcome of any investigation. We try at all times to deal with complaints promptly, courteously, systematically, and fairly and we use the complaints system to learn from mistakes and to raise the level of customer satisfaction.

We will advise all complainants of their rights to redress. Where we make mistakes we will apologise and seek to rectify our error.

**Tenant Disputes/Anti-social Behaviour**

Matters relating to fellow tenants/neighbours will be dealt with by the Housing Management Team. If and when we can help, the Housing Management Team will give assistance but this is not always possible. If you are dissatisfied with the response from the Housing Management Team you can ask for your complaint to be investigated under the Formal Complaints Policy.





Contact Us

**Independent Advice**

In order to ensure impartiality, Oaklee reserves the right to engage the services of the an independent specialist body to comment on how we conducted our investigation. Before sending a complaint, please consider if Oaklee Housing is the appropriate body to complain to about your issue.

**Routine Requests**

The Association has implemented a dedicated Customer Services Centre for you to report repairs or make general housing enquiries. Oaklee Housing Services Centre can be contacted on

**T: 01 400 2650**

We are committed to providing high quality services and we welcome and value your feedback

**Oaklee Housing  
132 James's Street  
Dublin  
D08 PK25**

**E: enquiries@oakleehousing.ie  
T: 01 400 2650  
www.oaklee.ie**

# Complaint Form

## 1 Contact Details

Name of Complainant: \_\_\_\_\_

Home Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Do you want the Association to deal directly with someone acting on your behalf?

Yes  No

If YES, please ask your helper or advisor to fill in the section below:

My relationship to the complainant is: \_\_\_\_\_

My address is: \_\_\_\_\_

Telephone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 2 Details of Complaint

Please give details of your complaint below.

Remember to include dates, times, names and any other relevant information (attach a separate sheet if required.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PLEASE RETURN THIS FORM BY POST TO:**

**Oaklee Housing**  
132 James's Street  
Dublin D08 PK25



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# Complaint Form

### 3 Supporting Documentation

Please list below any supporting documentation which you are including with your complaint.

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### 4 Resolution of Complaint

What action would you like the Association to take to help resolve your complaint?

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### 5 Data Protection

In order to investigate your complaint and help us deliver efficient services, we need to collect relevant personal details. We comply with the Data Protection Act 1998 when dealing with personal data. This means that your personal data will be processed in accordance with the law. Please note that we may share personal data with other organisations where appropriate.

Please tick the box to confirm that you have read the Data Protection information above and are consenting to Oaklee Housing processing your personal data.

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We are committed  
to providing high  
quality services and  
we welcome and  
value your feedback

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**132 James's Street**  
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**E:**  
**enquiries@**  
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