

First Choice Homes Oldham Customer Feedback: How it works



Our Procedures

Frontline Resolution (Informal stage) Timescale: 2 working days

A frontline resolution can be dealt with by any First Choice Homes colleague at the first point of contact and as near to the service as possible. The aim of Frontline Resolution is to provide a quick, informed response to the customer.

Additional Resolution (Formal stage) Timescale: 10 working days

Escalation to the additional resolution will only occur if the customer is dissatisfied by the frontline resolution, the issues raised are complex and require a detailed investigation or the feedback relates to serious, high risk or high profile issues.

Resolution Panel (Formal stage)

Timescale: 20 working days

Escalation to this stage will only occur if frontline and additional resolution have not addressed the customer feedback. Escalation will only be considered if all or some of the issues raised have not been addressed or the actions detailed have not been carried out or completed to a satisfactory standard.

You may request that your case is escalated to the next stage of the Feedback Process within 5 working days of receipt of your response. Where escalation is refused, you may if you choose, refer your case to the Housing Ombudsman Service.

We listen, we act

Compliment- If you are happy, we would like to know.

Suggestions and Comments
If you have thought of something we could try, we welcome your ideas.

Complaint- If you are unhappy, we would like to put it right and learn from your feedback so the problem is not repeated.

How to contact us

You can fill out an online form: go to www.fcho.co.uk and search 'feedback'.

Come and see us in person at our headquarters First Place, 22 Union Street, OL1 1BE

Email us on tellus@fcho.co.uk
Write to us at First Place, 22 Union Street, Oldham, OL1 1BE

Login to our MyFCHO portal. Visit our website and you will see the MyFCHO page on our homepage.