

# Tell us what you think about SYHA



At SYHA, we welcome all kinds of feedback from our customers, and believe that by doing so we can use the information to help shape and improve the services we provide to you.

We have a number of different ways of finding out what you think...

## Praise or Grumble

Praise or Grumble is an opportunity for you to tell us where you feel we have provided a good service or let us know if you are unhappy with our service but don't want to make a formal complaint.

Your praises will be shared with our staff and will help us to continue developing good working practices.

Your grumbles will help us to sort out problems quickly before they get too serious and become formal complaints.

## Pass on a 'Praise or Grumble' by:

- ringing us on **0114 2702685**
- e-mailing **praiseorgumble@syha.co.uk**
- calling into our office at  
**43-47 Wellington Street, Sheffield, S1 4HF**
- via the website **www.syha.co.uk**
- writing to us at  
**43-47 Wellington Street, Sheffield, S1 4HF**

We also include a 'praise or grumble' form at the back of every newsletter and they are all entered into a prize draw.

## Surveys

Surveys are a formal way of asking you what you think about a range of specific subjects. For example: how satisfied you were with our repairs service or how did we handle your complaint? You could be surveyed by telephone or receive a questionnaire in the post.

We have regular surveys and one-off surveys depending on the information or service we want to know more about.

The feedback you provide from surveys is valuable to us so please take the time to complete them if asked.

## Meetings

We attend regular meetings with customers such as 'tenant and resident meetings' and sometimes call one-off meetings to get your views on our services, for example our repairs service. Again, your feedback is important to us, therefore please try to attend these meetings if invited.

## Face to face

We encourage all our staff to report any comments that you have told them directly by completing a 'praise or grumble' on your behalf. Please remind them to do so.

## Complaints

If you feel that your feedback is of a serious nature, you can make a formal complaint.

For full details, please see our **'How to make a complaint'** leaflet.