

Complaint Handling Procedure

We have a two stage complaints procedure to manage matters where we are unable to agree a resolution with you at the first point of contact.

We aim to resolve complaints quickly and have set out clear guidance for colleagues to follow to ensure that we are fair, consistent, and open in the way we deal with complaints.

Every complaint is different but by following the same clear steps, we can ensure you feel your complaint is being taken seriously and will be resolved

In the first instance and when we have received negative feedback, we will take all reasonable steps to resolve the issue informally and as quickly and professionally as possible. Where possible we aim to resolve there and then. However, there may be times we need longer to investigate complex issues, and we aim to resolve within 5 working days.

If we're unable to resolve your complaint within this time we will:

- Aim to keep you informed.
- Explain the reasons of why we are unable resolve your complaint.
- Provide timescale of what's involved to resolve your complaint and approximately how long your complaint will take.

Should we not be able to resolve as per the above, our formal process has two stages:

Stage 1

The matter will be coordinated by the service manager that that complaint falls into.

Our ambition is to resolve all formal complaints at this stage because we want to put things right without undue delay. We will communicate with you through your preferred method and if required, may arrange to meet with you in person to resolve efficiently.

We will acknowledge receipt of your complaint by close of business the following working day and, aim to initially respond to all points raised, within 10 working days.

Where there is added complexity, we will agree a suitable extension of the timescale with you. Any extension would not normally be more than a further 10 working days.

Upon completion of the investigation, into the points raised we will confirm our response to you. The response will include all actions taken to resolve the complaint, with clear timescales highlighted, with regards to when any actions will be completed (if appropriate)

Upon completion of our investigation and subsequent delivery of our response, if you are still not satisfied with the outcome at stage 1, or any agreed actions have not been completed satisfactorily, you have the right to request that your complaint is escalated to a stage 2.

At the point of escalation, we will need to understand what issues remain unresolved and specifically, what desired outcome you are looking for. As part of the escalation process, we will review all previous correspondence and actions, to ensure that nothing remains outstanding.

Stage 2

This stage is coordinated by our Feedback Manager. A full investigation will be undertaken and a complete review of the previous response and subsequent actions of stage 1. We will agree method and frequency of contact with you, so that we keep you updated in a way that is easy for you.

We aim to respond within 20 working days, but again, where there is added complexity, we will agree a suitable extension of the timescale with you directly. Any extension would not normally be more than a further 10 working days.

In order to provide a quality check of the complaint and the proposed solution, the matter will be reviewed at a regular case conference, which is a group of managers and senior managers who look at all complaints to ensure they have been fairly and consistently handled.

You will be given the opportunity to comment on any adverse findings before we determine our final response. We will then confirm our response to you.

This is the final stage of our internal complaints process

What if you are dissatisfied with the outcome of your complaint?

If you are dissatisfied with the outcome of your complaint you may contact the Housing Ombudsman Service.

The Housing Ombudsman Service is set up by law to look at complaints about the housing organisations that are registered with them and the service is free, independent, and impartial.

The Housing Ombudsman Service can be contacted as follows:

Online: www.housing-ombudsman.org.uk

Telephone: 0300 111 3000

E-Mail: info@housing-ombudsman.org.uk