

Our Approach to Complaints, Compliments and Queries

All staff working for the Association are here to help. If something goes wrong, or if you are pleased with how we have dealt with something, we encourage you to let us know you. Most issues can be resolved efficiently without the need to go through a formal process therefore please speak to any member of staff as we are committed to resolving complaints and improving our services.

The Association has a Complaints, Compliments and Queries Policy. The purpose of the policy and procedure is to resolve complaints and queries satisfactorily and in an appropriate manner and time scale. We believe that complaints and compliments are important measures of the services we provide; and we view them as an opportunity to make improvements and share what works well wherever possible.

The Association uses a two-stage procedure; and our simple process:

- is easy for anyone wishing to make a complaint to follow; and
- enables us to investigate and respond more effectively to concerns that are raised.

Who can complain?

You can make a complaint if you are:

- a tenant of the Association
- applying for housing with us; or
- a person, or organisation, affected badly by our service.

When to make a complaint

If you've tried an informal approach and you are still not satisfied with the outcome, you may choose to take the matter further by making a formal complaint. You should try to do this as soon as possible. You can use the Complaints, Compliments and Queries Policy if:

- we fail to provide our services to the level or standard we have promised
- the attitude of our staff is unsatisfactory
- we fail to respond within reasonable timescales to requests for information or services
- we fail to meet regulatory standards
- you wish to appeal against decisions on service delivery issues
- you wish to challenge a policy, procedure or document

If you make a formal complaint we will take it seriously and make every effort to resolve it in the timescales outlined in our policy.

How to make a complaint

Most complaints are received verbally or in writing directly from a complainant; however, we also receive complaints from third parties representing the complainant and these range from friends and family to organisations supporting individuals. Alternatively, to make a complaint you can contact our Head Office.

Our complaints procedure consists of two stages, after which complainants have the right to appeal:

Stage One

All stage one complaints will be acknowledged within three working days; and a response will be provided, by an investigation officer, within ten working days.

Stage Two

If a complainant is not satisfied with the outcome of their stage one complaint they can escalate their complaint to a Complaints Panel. Again, the complaint will be acknowledged within three working days and a response will be provided within ten working days.

Appeals

If a complainant does not feel that the matter has been satisfactorily resolved following stage two, they have the right to appeal and approach the Housing Ombudsman Service. The Association will provide all details to the complainant on how to access this service.

Learning outcomes

The Association will analyse complaints to see if there are lessons to be learnt following the outcome of a complaint. We regularly provide updates to our Board based on the complaints and feedback we receive.