



Our commitment

We welcome complaints as an opportunity to put things right and improve our services.

We are committed to providing a fair, simple and accessible complaints process, where customers feel listened to, respected and supported.



Every time you make a complaint, we will be:

- 1 **Fair and objective.** We investigate complaints independently and without bias.
- 2 **Respectful and empathetic.** We listen carefully and treat you with courtesy and dignity.
- 3 **Clear and transparent.** We explain what will happen, what we've found and why.
- 4 **Timely and reliable.** We respond within agreed timescales or explain if this is not possible.
- 5 **Focused on learning.** We use complaints to improve our services.

How to make a complaint

You can tell us about a complaint in any way that works for you:

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|  By phone. |  Through the post. |
|  By email. |  Through a member of staff. |
|  Online through our portal or website. |  Through an advocate, representative or support worker. |

What we mean by a complaint

A complaint is an expression of dissatisfaction, however made, about the standard of service we have provided, our actions or lack of action, or the actions of those acting on our behalf.

You do not have to use the word “*complaint*” for us to treat it as one.

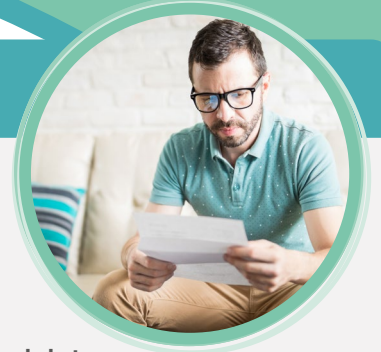
You can make a complaint yourself or ask someone else to do it for you. Complaints made on your behalf will be handled in line with this service standard, with your consent.



What you can expect when you complain

When you raise a complaint, we will:

- ✓ Acknowledge it within five working days.
- ✓ Check we've understood the issue correctly.
- ✓ Explain clearly what will happen next and who is dealing with your complaint.
- ✓ Make reasonable adjustments if you need extra support.



Service requests versus complaints

A service request is when you ask us to do something for the first time, such as fixing a repair or providing a service.

If you are unhappy with how a service request has been handled, or with our response, this becomes a complaint.

We will not delay or refuse to accept a complaint because a service request is ongoing.



During our investigation

Our approach

We will:

- ✓ Listen carefully to your concerns.
- ✓ Investigate fairly, independently, and thoroughly.
- ✓ Keep you informed at every key stage.



Our response times

- ✓ Stage 1 response: within 10 working days.
- ✓ If you remain unhappy, you can request a review.
- ✓ Stage 2 response: within 20 working days.

If your complaint is complex and we need more time to investigate and put together the response, we will:

- ✓ Explain why.
- ✓ Tell you how much longer we need.
- ✓ Keep you informed throughout.



Complaint findings

When we respond to your complaint, we will:

- ✓ Explain clearly what we have found, including an apology where needed.
- ✓ Confirm whether your complaint is upheld, partially upheld or not upheld.
- ✓ Explain how we reached our decision.
- ✓ Set out any actions we will take and when they will happen.
- ✓ Learn from the issue and share this with our teams so it does not happen again.
- ✓ Offer compensation where appropriate and in line with our policies.
- ✓ Explain how to escalate your complaint if you remain dissatisfied.

Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We are committed to ensuring everyone can access our complaints process. We will:

- ✓ Communicate in a way that works for you, providing alternative formats if needed.
- ✓ Use clear, plain language.
- ✓ Allow another person to represent or support you at any stage.
- ✓ Make reasonable adjustments to help you engage fully.

Learning from complaints

Every complaint helps us improve. We will:

- ✓ Record what went wrong.
- ✓ Share learning with our teams.
- ✓ Change processes where needed.
- ✓ Work with customers to monitor complaint themes and ensure learning is embedded.
- ✓ Publish learning and improvements so you can see how feedback drives change.

Complaints performance, learning and compliance with the Housing Ombudsman Complaint Handling Code are regularly reviewed by senior leaders and our governing body to ensure accountability and continuous improvement.



How we can work together to meet this standard

To help us deal with your complaint fairly and efficiently, we ask that you:

- ✓ Tell us clearly what you are unhappy about and what outcome you are seeking.
- ✓ Provide relevant information or evidence and clarify details where you can.
- ✓ Treat our colleagues with courtesy and respect.



If we don't meet this standard

We are committed to ensuring everyone can access our complaints process. We will:

- ✓ **Ask to speak to the Complaints Manager** – they will explore the issue, address your concerns and escalate if needed.
- ✓ **Make a complaint** – find out what to expect from our Complaints Service [here](#).

How we check we're meeting this standard

- ✓ **We track and report** on complaints performance data including percentage of complaints upheld and percentage dealt with within target timeframes.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support the Resident Scrutiny Panel** and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review these standards** in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.



Other ways to complain or seek independent support

You can contact the Housing Ombudsman Service for independent review at any point in the complaints process.

The Housing Ombudsman is free, impartial and independent.

You can also:

- ✓ Contact your local MP to raise concerns about our services.
- ✓ Seek independent advice or advocacy from organisations such as Citizens Advice or other local support services.

