Estates and Housing Complaints Policy

This policy clarifies how the Association provides a process for tenants/residents to complain and helps to ensure that good quality work is carried out in a timely manner at their home.

Policy Purpose and Aims

The purpose of this policy is for tenants/residents to understand how to complain when works, the time they take or how they are conducted fall below their expectations, or where they feel service charges and/or rents are overcharged.

The aim of the policy is to ensure that the complaints procedure is properly and effectively implemented, and that tenants/residents feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

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1. When to Complain

Tenants/Residents have the right to complain where:

- Repair times are exceeded
- Quality of work in inefficient
- Conduct of Estates/Housing staff members
- Access to property
- Overcharging of rent or service charges

1.01 How to Complain

- ***Informal and Formal Complaints***
  - Verbally or in writing to Housing Manager
  - The complaint will be acknowledged within 15 working days, accompanied by a copy of this policy.
  - Complaints can be made by an Advocate or someone acting on the tenant/resident's behalf.

1.02 Dealing with a complaint

- All complaints will be taken seriously.
- All contact with the complainant will be polite, courteous and sympathetic.
- Staff will remain calm and respectful.
- If the complaint is being made on behalf of the tenant/resident by an advocate, it must first be verified that the advocate has permission to speak for the person.
- If a meeting is arranged, the complainant should be advised that they may, if they wish, bring a friend, relative or a representative.
- At the meeting a detailed explanation of the results of the investigation will be given.
- After the meeting, a written account of the investigation will be sent to the complainant.
- The outcomes of the investigation and the meeting should be recorded on the complaints form Part B and any shortcomings should be identified and acted upon.

1.03 Escalation

- If the suggested resolution is not acceptable to the complainant, then the Housing Manager should support the tenant/resident to put their complaint in writing on a complaints form (Part A) for the Estates Manager to review.
- If the complainant is not prepared to have the investigation conducted by the organisation, they should be advised to contact The Development Manager and be given the relevant contact details.
- If the complaint is against the Housing Manager, the tenant/resident or person acting on their behalf should contact The Estates Manager.

1.04 Resolution

WVHA will look to find a satisfactory resolution to a tenant/resident's complaint in a fair and transparent manner.

The matrix below will determine how a complaint is resolved.

Problem/Impact	Minor impact	Major impact	Inhabitable impact
Inhabitable problem	3	6	9
Major problem	2	4	6
Minor problem	1	2	3

1-3 - May consist of a letter of apology for any inconvenience caused to the tenant/resident.

4-5 – May consider a letter of apology and/or *financial compensation.

6-9 - May consider *financial compensation for a tenant/resident where they have been severely impacted by the problem.

*Financial compensation is proportionate to the impact/problem.

2. Contact Information

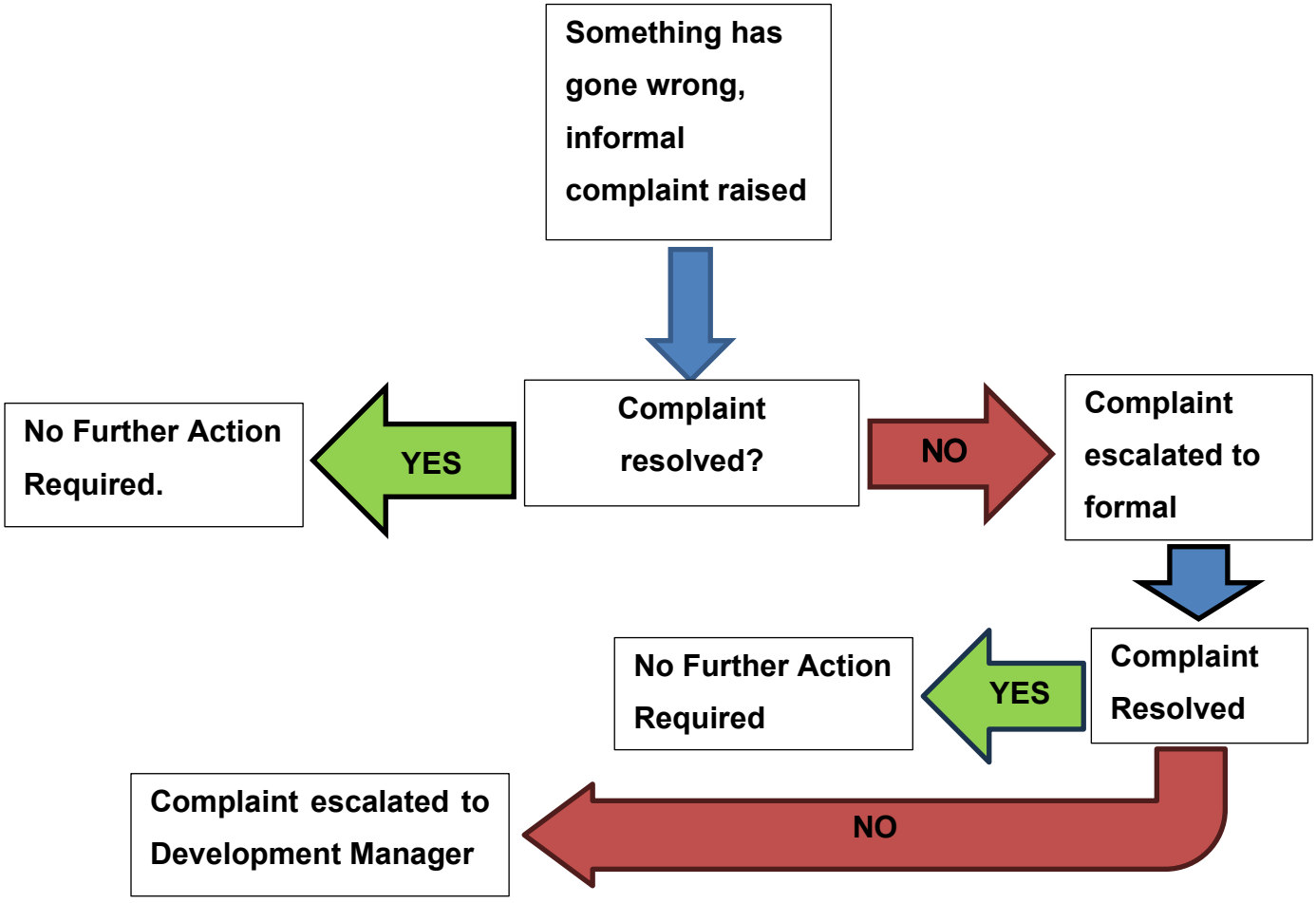
Housing Manager	Email: Jacqui@whitmorevale.co.uk Telephone: 01428 604477
Estates Manager	Email: Johnh@whitmorevale.co.uk
Development Manager	Email: Rebeccas@whitmorevale.co.uk

3. Associated Policies

Reference should be made to the following linked policies

- Confidentiality Policy
- Equality Policy
- Maintenance Policy
- Other Associated Housing Policies

Complaints Flowchart.



4. Definitions

Informal Complaints	Can be made verbally, anonymously or in writing Case will be fully investigated May be resolved through an informal discussion
Formal Complaints	Are usually made in writing The complainant is sure about the accuracy of the information May be subject to a formal investigation
Complainant	Person making the complaint
Escalation	This is where the complainant is not satisfied with the outcome of their formal or informal complaint and wishes for it to be accelerated to someone else to investigate.
Resolution	Where the problem is solved, and the complainant is satisfied with the outcome.
Minor Impact	This is a problem that has caused little consequence to the tenant/resident, for example waiting on decoration of property.
Major Impact	This is a problem that has caused a huge consequence to the tenant/resident. For example, no hot water or heating for over 3 days in the winter months, where the problem has been reported and not dealt with competently.
Uninhabitable	This is a problem that has caused severe consequence to the tenant/resident or where their property is deemed unfit to live in. For example, a severe water leak or flood to the property where the problem has been reported and not dealt with competently.

Appendix 1

Complaints Form.

COMPLAINTS REGISTER FORM – PART A

Complaint Number:……..

Details of Complainant:

Name: ……..

Address: ……

……..

Tel No.: ……

Which description best fits the complainant:

☐Parent/Relative

☐Service User

☐Care Manager

☐Neighbour

☐Advocate/Friend

☐Others/specify ……

Details of the complaint:

Please give details of the complaint:

What description best fits the complaint:

1.

☐ About Staff Action

☐ About Service User Action

☐ Both

2.

☐ A disputed decision

☐ A misunderstanding

☐ An oversight

3.

☐ Violence

☐ Theft

☐ Verbal Insults

☐ Personal Upset

This complaint was recorded by:

Name: ……Date: ……

Position Held: ..……

1. The original copy of this form should be placed in the ring folder entitled "**Complaint Register**".
2. A photocopy should be sent to the Housing Manager immediately.
3. When the Housing Manager has investigated the complaint, **Part B** of the form should be completed and a photocopy sent to the Estates Manager.

Complaint Response

COMPLAINTS REGISTER FORM – PART B

What action was taken to respond to the complaint?

Which description best fits the outcome:

☐ Complainant was satisfied with response

☐ Complainant still unhappy, but appreciates that nothing else can be done

☐ Complainant unhappy and wishes to refer the complaint to the Complaints Panel

☐ Complainant unhappy and will pursue the complaint with the Regulatory Authority

Signature of Manager: ……

Date: ……..

If it is possible, Part B of this form should be signed by the complainant and/or advocate.

Signature of Complainant/Advocate: ……

Date: …….

Administration Instructions:

1. The original copy of this form should be placed in the ring folder entitled "**Complaint Register".**
2. A photocopy should be sent to the Estates Manager.
3. When the complaint has been investigated by the Housing Manager **Part B** of the form should be completed and a photocopy sent to the Estates Manager.