Estates and Housing Complaints

Policy & Procedure.





Whitmore Vale Housing Association provides quality homes for people with Learning Disabilities and/or Autism

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When to Complain



Repair times are exceeded



Quality of work not good.



Behaviour of the Estates/Maintenance staff



Access to property



Overcharging of Rent or Service charges



How to Complain



Verbally:

- On the phone
- In Person



In Writing:

- Email
- Letter



Complaints can be made by someone on your behalf.



Dealing with your complaint.



The Housing Manager will respond to your complaint within 15 working days



We will treat you

- With kindness and respect



If someone is acting on your behalf we will need your consent to talk to them.



Escalation



If you are not happy with the response, we will support you to escalate your complaint.



In writing to the Estates Manager.



If you don't want your complaint investigated we will support you to contact the Development Manager.



Solution.



WVHA will look to find a satisfactory solution to your complaint



We will act in a fair and open manner.

We will use the below matrix to decide how to solve your complaint.

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



Financial compensation may be considered for Major or Inhabitable complaints.

Contact us:



Housing Manager:
Jacqui@whitmorevale.co.uk
Tel: 01428 604477



Estates Manager:
Johnh@whitmorevale.co.uk



Development Manager:
Rebeccas@whitmorevale.co.uk



This policy has been co produced with the people that live and use our services.