



HAVEBURY HOUSING PARTNERSHIP

POLICY

COMPLAINTS

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THE HAVEBURY HOUSING PARTNERSHIP

POLICY FOR COMPLAINTS

Introduction

1. PURPOSE

- 1.1 The Havebury Housing Partnership (hereafter known as Havebury) aims to provide high quality services to its tenants, leaseholders, local residents, and anyone else who makes contact with the organisation and could be considered to be a customer.
- 1.2 Havebury recognises that sometimes we do not always get it right and we encourage customers to provide feedback when this happens and allow us time to put it right. We also welcome suggestions to help improve the services that we provide.
- 1.3 Havebury will provide a straightforward process for customers in their preferred method of communication to make complaints about unsatisfactory service.
- 1.4 Havebury will use the complaints procedure to monitor its service levels. Where a complaint is as a result of the way in which the service was provided action will be taken to review services so complaints are minimised and used to promote continuous improvement.

2. SCOPE

- 2.1 A complaint is defined as “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation or its employees, contractors or other representatives affecting an individual customer or group of customers”.
- 2.2 The policy extends to all Havebury’s customers. Havebury views its customers as being individuals, groups of people or organisations who pay for, receive services from or hold expectations of Havebury as a service provider.
- 2.3 Issues which can be raised under this policy are wide ranging. Key issues include:
 - i. Failure to meet expected service standards in any service

provided.

- ii. The way in which requests for information are handled.
- iii. The way employees, contractors or other representatives have conducted themselves.

2.4 The following are not considered to be complaints:

- i. A report or request for service. (This will only become a complaint if the organisation fails to deal with the request within specified timescales or the work is not carried out in accordance with Havebury's service standards).
- ii. Complaints by one tenant about another. (This would be dealt with through the Anti Social Behaviour Policy).
- iii. Claims for compensation for work or services specified in the tenancy agreement, which the organisation fails to provide. (Dealt with under the Tenants and Leasehold Compensation and Payments Policy).

3. RESPONSIBILITIES

3.1 Overall responsibility for complaints made against Havebury will remain with the Chief Executive.

4. APPROACH

4.1 Havebury aims to review complaints in a constructive manner to improve future service provision, and will be honest about mistakes to ensure lessons are learned.

4.2 Where appropriate Havebury will adopt mediation as a way of resolving matters.

4.3 Havebury seeks to deal with complaints as promptly as possible through the complaints process using a two stage approach.

4.4 Two stage approach;

- i. The Complaint - Complaint dealt with by team manager in conjunction with a Management Team member and a full response to be provided within 10 working days. If a full response is not available a holding response will be provided with a date for a full response
- ii. Review by Executive Director - If a complainant remains dissatisfied with the complaint outcome, they may request referral for review by an Executive Director. This will be discussed and noted at the next available meeting of the Executive Directors.

4.5 If a solution is not able to be found during the process the complainant will then have recourse to external support via a Designated Person and then onto the Housing Ombudsman Service.

5. EQUALITY & DIVERSITY

5.1 An equality and diversity assessment was completed in January 2017 and found to be compliant.

6. UNREASONABLE BEHAVIOUR

6.1 Where behaviour is deemed to be unreasonable in pursuing a complaint the employee will raise it with the relevant Head of Service. The Head of Service will review the information and decide whether the complainant's behaviour has become unreasonable and what actions should be taken.

6.2 Havebury will communicate with the individual through the most appropriate method and follow this up in writing.

6.3 In extreme circumstances Havebury will pass unreasonable complaints to its solicitors.

6.4 Once a complainant's behaviour has been identified as unreasonable, this status will be withdrawn when the complainant demonstrates a more reasonable approach. Normal complaints procedure rules will be recommenced at the approval of the relevant Head of Service.

6.5 Havebury reserves the right to refuse to deal with a complainant or to deal with it in a different way from that outlined in this procedure where it is pursued unreasonably or the circumstances otherwise merit it. At this stage the complainant will be advised to take their complaint to the Ombudsman.