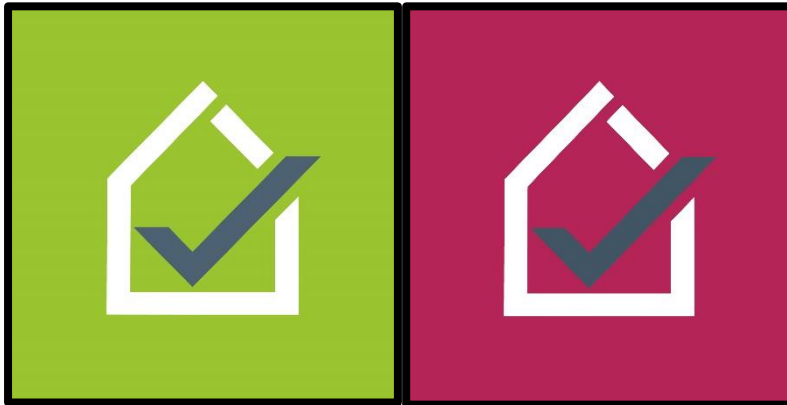




COMPLAINTS AND COMPLIMENT POLICY



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:

DATE APPROVED:

EXPIRY DATE:

OWNER:

JOB TITLE:

APPROVAL ROUTE:

COMPLAINTS AND COMPLIMENT POLICY

JULY 2021

JULY 2024

ANDREA COLSON

RESOLUTIONS MANAGER

SMT

Complaints and Compliment Policy

Introduction:

The complaints and Compliment policy and procedure is set out for both Teign Housing and Templer HomeBuild staff to adhere to.

We aim to make our homes and services adaptable to changing customer needs and aspirations, continuously improving customer service and ultimately customer satisfaction.

We acknowledge that at times, we can get things wrong. If we do, we need to know so that we can 'Make things Right 'and avoid the problem in the future. Complaints and Compliments are important. They are the voice of our Tenant and tell us how they feel about the services that we offer.

Policy:

Complaints

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of actions by the organisation, own staff, or those acting on its behalf, affecting an individual customer or group of customers

A request for service, action or enquiry will not be treated as a complaint.

Our approach to complaint management is local resolution of complaints as soon as possible with a focus on putting things right.

Our complaints process is

- Make things right Now – An informal resolution to dissatisfaction.
- Make things right stage 1 – Investigation- the first stage of the formal complaint.
- Make things Right stage 2 – Review - the second stage of the formal Complaint.

All dissatisfaction should be dealt with and resolved in the first instance by the member of staff being made aware of it. A plan of action is agreed with the customer to address their concerns and resolve their issues. This is the informal part of the complaints processes and is known as 'Make things Right' Now.

If we have been unable to resolve a customer's dissatisfaction or they request to make a formal complaint - this is raised, to 'Make Things Right' Stage 1 of our 2 Stage complaints process.

Stage 1 = Acknowledgement to the customer and agreed action plan Within 5 Working days. Investigation by local teams and a full response, including lessons learned and actions taken to our improve service, sent to customer within 10 working days.

Stage 2 = Acknowledgement & Introduction to customer within 5 working days, full review of stage 1 undertaken by a Senior manager from a different business area to the complaint. Supported by Involved tenant assigned to case with full permission from complainant. A full response with any further lessons learned and actions taken to improve our service, is then sent to the customer within 15 working days.

What happens if the Customer still feels we have not 'Made Things Right' at stage 2?
The customer has the right to escalate their unresolved complaint to a designated person (A designated person can be an MP, a local Councillor, or a Tenant Panel from the authorised Ombudsman's list). They could also consider approaching the Housing Ombudsman Service direct after 8 weeks from the stage 2 resolution.

'Make Things Right' stages 1 to 2 are open to tenants, leaseholders, shared owners and applicants who receives or requests a service from Teign Housing or Templer HomeBuild and anyone acting on their behalf. Anyone making a complaint that has no connection to Teign Housing or its services will only be taken through to Stage 1 of our procedure.

We will support people where appropriate, to make it easier for us to hear their concerns. If they do not fall into one of these categories, they can still make a complaint, but this will only go as far as Stage1 – Senior Manager Review and then the process is closed.

No decision or action should be taken to increase one customer's satisfaction to the detriment of another customer or group of customers. No customer will be subject to any adverse treatment by Teign Housing or Templer HomeBuild as a direct result of them making a complaint.

We will only deal with complaints that are brought to the company's attention within 6 months of the event leading to the customers dissatisfaction.

We will not re investigate complaints which have already been taken through our complaints process (please see the supporting procedure and our Contact Management Plan policy for more information)

We recognise that complaints made anonymously highlight a customer's dissatisfaction and/or concerns and can provide a learning opportunity for the organisation. We will therefore investigate complaints made anonymously in line with this complaints policy to the extent that it is practical to do so.

We reserve the right to deal with a complaint in a different way to that outlined in this policy and the associated procedure where the circumstances merit it. The decision to do so must be taken by a member of the Senior Management Team. The procedure sets out circumstances in which Senior Managers may choose to suspend or amend the usual complaint process with the agreement of the customer.

As the aim of the policy is to resolve complaints as soon as possible with a focus on Making things right, the use of mediation is encouraged by all parties where suggested.

The Contact Management Policy will be implemented where people become persistent or demonstrate unreasonable behaviour when working with us regarding their complaint.

Compensation

We recognise that in some cases it may be appropriate to award compensation in relation to a complaint. Compensation will be offered in line with the Compensation Policy and Procedure.

All complaints and compliments and compensation will be recorded on our housing management software.

Compliments

It is helpful to hear from customers when they are pleased with our services or our staff/contractors; it helps us to focus on what our customers want.

Compliments are shared with staff and used to continuously improve our service. They are also reported quarterly to Executive Team and board.

Performance Standards:

The Resolutions Manager at Teign Housing is responsible for monitoring this policy to ensure that it is correctly applied. Teign Housing and Templer HomeBuild will record and monitor and use all complaints, customer satisfaction, and “lessons learnt” to amend policies, procedures and working practices.

Information about complaints handling performance and ‘lessons learnt’ will be benchmarked against HouseMark and published and reported to committees, tenant groups and on the website.

We will undertake regular reviews of the policy and any related procedures at intervals of three years or when considered appropriate. The policy will also be reviewed when other information that impacts the policy becomes available.