

Complaints Handling Procedure



We're here
to listen



We are committed to providing high quality customer services. We value complaints and use this information to help us improve our services.

- This procedure applies to all staff and board directors of Selwood Housing
- This procedure applies to all tenants, other customers, and people or organisations coming into contact with the work of Selwood Housing
- We will log accurate records. Ensuring notes, supporting evidence, telephone conversations and written correspondence are recorded in the complaint's maintenance screens.

If something goes wrong or you are dissatisfied with our services, please tell us.

This document describes our complaint procedure and how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us.

What is a complaint?

A complaint is any expression of dissatisfaction about our actions or lack of action, or about the standard of service provided by us, or on our behalf.

Submit a complaint in a way that suits YOU



By Phone
01225
715715

By Email
Info@selwoodhousing.com

Visit our website:
www.selwoodhousing.com

Message us on social media

Write to us:
Selwood Housing Society Ltd, Bryer Ash Business Park,
Bradford Road, Trowbridge, BA14 8RT

What can I complain about?

You can complain about things like:

- ✓ failure to provide a service
- ✓ inadequate quality or standard of service, or an unreasonable delay in providing a service
- ✓ delays in responding to enquiries or requests
- ✓ unfairness, bias, or prejudice in service delivery
- ✓ lack of provision, or the provision of misleading, unsuitable, or incorrect advice or information
- ✓ a repair that has not been carried out properly or in an agreed timeframe
- ✓ dissatisfaction with one of our policies or its impact on the individual
- ✓ failure to properly apply law, procedure or guidance when delivering services
- ✓ failure to follow the appropriate administrative process
- ✓ conduct, treatment by or attitude of a member of staff or contractor

What can't I complain about?

There are some things we can't deal with through our complaints handling procedure.

- ✗ a routine first-time request for a service
- ✗ issues that are in court or have already been heard by a court or a tribunal (if you decide to take legal action, you should let us know as the complaint cannot then be considered under this process)
- ✗ a request for information under the Data Protection Act
- ✗ a grievance by a staff member or a grievance relating to employment or staff recruitment
- ✗ a concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern)
- ✗ a concern about a child or an adult's safety
- ✗ an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- ✗ abuse or unsubstantiated allegations about our organisation or staff where such actions would be covered by our organisational Policies.
- ✗ a concern about the actions or service of a different organisation, where we have no involvement in the issue (except where the other organisation is delivering services on our behalf).

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has three stages:

Stage 1

This is the first stage of formal complaints process:

- we will acknowledge your complaint within five working days.
- team managers are responsible for the investigation, this can be delegated, but they retain overall accountability for the complaint resolution.
- we will give you our decision in writing at stage 1 within ten working days, unless there are exceptional circumstances. We will tell you if we need additional time. If this is more than 20 day's we will agree the time extension with you.
- your case manager will use Selwood's standard stage 1 response letter to ensure that all aspects of your complaint are answered
- additional actions can be added to the complaint if relevant and won't unreasonably delay a response.
- a response will be provided addressing all points raised and within our published timescales, but from time to time there maybe actions that still require completion e.g. repairs to your property. These will be completed as soon as possible, and you will be provided with regular updates.
- you will be provided with the Housing Ombudsman's contact details. You can escalate the case to the Housing Ombudsman at any time during the investigation.

Stage 2

Where you remain dissatisfied with our response at Stage 1, you can ask us to escalate it to Stage 2. This will be dealt with by a different senior member of staff who was not involved in the Stage 1 investigation.

To escalate the complaint:

- **stage 1 of the process must be complete**
- **you have asked us to escalate it**
- we will confirm the complaint has been escalated within five working days
- we will investigate and ask you what outcome you are looking for
- we will provide a written response within 20 working days. This should not exceed a further 10 days without good reason
- your case manager will use Selwood's standard stage 2 response letter to ensure that all aspects of your complaint are answered
- an extension beyond 10 working days will be agreed with you
- you will be provided with the Housing Ombudsman's contact details. You can escalate the case to the Housing Ombudsman at any time during the investigation.

Stage 3

Where you remain dissatisfied with our response at Stage 2, you can ask us to escalate it to Stage 3.

The matter will be dealt with at a panel hearing consisting of 3 board directors who will be assisted by the staff involved in the complaint.

- we will confirm the complaint has been escalated within five working days.
- we will aim to resolve your complaint within 20 working days but will tell you if more time is required to organise a panel.
- a complaint pack will be provided to you and the panel detailing the complaint and any documentation relating to the investigation.
- the panel will have the opportunity to talk to any staff involved in the complaint prior to the hearing if they feel that this will be helpful.
- you will be invited to attend the hearing and may bring a relative or other advocate with you for support.
- once the panel has considered the appeal and made its decision, a written response will be sent to you confirming the decision.

There are some exceptions where we do not allow the complaint to be escalated to stage 3. These are:

- you are challenging a decision, where you do not agree with the outcome and cannot supply further supporting information that has not been previously considered.
- you do not have a relationship with us as a landlord, such as a private homeowner (who may or may not receive services from us).
- Regulated complaints – consumer credit activities & debt counselling

Expression of Dissatisfaction (EOD)

If you do not wish to access our formal complaints process

When you let us know that you have a problem with our service, our priority is to put it right for you. If you feel your dissatisfaction can be resolved informally an EOD will be raised. If you remain dissatisfied with the response to your EOD you can escalate the matter, it will commence at Stage 2 of our formal complaints process.

Learning from complaints

- the case manager will log a learning outcome following the completion of a complaint.
- if there's no learning outcome "No Learning Outcome" will be added to the complaint notes
- senior managers across the business will meet quarterly with the customer complaints specialist to review the level and nature of complaints. This will enable trends and root causes to be identified.
- our customer complaints forum will also play a key role independently scrutinising our complaints performance and service. They will review a small number of anonymised complaints quarterly.

Housing

Ombudsman Service

We are committed to the Housing Ombudsman complaint code, if you are dissatisfied with the way your complaint is being managed or disagree with the outcome you can contact the Ombudsman regarding our decision at any time during the complaint process.

The Housing Ombudsman Service is an independent organisation that investigates complaints. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support).

You can ask the Housing Ombudsman Service to look at your complaint at any stage of your complaint.

www.housing-ombudsman.org.uk/residents/make-a-complaint

Freephone 0300 111 3000

Email: info@housing-ombudsman.org.uk

The Housing Ombudsman Service contact details are:

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ