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# Customer Complaints Policy

# Documentation Master Sheet

Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
<b>01 - 05</b>	21/12/2005 – 14/03/2006	Draft versions	N/a	GIH	N/a
<b>06</b>	10/05/2006	Final version	09/05/2006	AG	Board
<b>07</b>	04/10/2006	Addition to Monitoring Section	04/10/2006	GIH	GIH
<b>08</b>	01/07/2007	Annual revision	18/07/2007	AP	Services & Operations Committee
<b>09</b>	22/11/2007	Standard response letter added as appendix	N/a	PDM	N/a
<b>10</b>	31/03/2008	Updated the Ombudsman details	N/a	KD	N/a
<b>11</b>	24/09/2008	Updated to reflect Ombudsman and Disrepair referrals	N/a	LDP	N/a
<b>12</b>	19/02/2009	Remove stage 4 – referral to GCC	22/04/2009	LDP	Services & Operations Committee
<b>13</b>	14/01/2010	Stage 3 revised to include a Board member appeals panel and several other minor amendments	23/06/2010 29/06/2010	DT/PDM	Services & Operations Committee Customer Forum
<b>14</b>	07/03/2013	Changes to reflect Ombudsman changes from April 2013	26/03/2013 03/04/2013	PDM	Customer Forum Resources Committee
<b>15</b>	20/07/2015	Minor wording changes	n/a	PDM	n/a
<b>16</b>	07/02/2017	Removal of 'comment' element of policy, changes to response time to 10 days from 5 days	08/03/2017	AT	Tenant Panel

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<b>17</b>	13/02/2017	Stage 3 Panel can now include at least one Panel member	n/a	PM	Tenant Panel
<b>18</b>	12/03/2018	Full review. Policy and procedure separated	22/03/2018	EB	Tenant Panel
<b>19</b>	07/11/2018	Minor changes to make requirements of investigation more explicit	N/A	EB	N/A
<b>20</b>	11/04/2019	Inclusion of ELT member at stage 3 panel	11/04/2019	EB	Tenant Panel
<b>21</b>	10/01/2020	Change to Housing Ombudsman postal address plus amendment to Stage 2 section	N/A	EB	N/A
<b>22</b>	20/04/2020	Additional paragraph regarding case management	N/A	EB	N/A
<b>23</b>	13/11/2020	Amendments made to ensure compliance with new Ombudsman Code	11/12/2020	EB	Tenant Panel

## INTRODUCTION

Gloucester City Homes is committed to providing the best possible service that we can. However, we recognise that sometimes customers may feel they have cause to complain about the service they have received. We encourage all feedback from customers, and we welcome complaints as an opportunity to learn from mistakes and put things right.

This Complaints Policy explains our complaint handling approach which is aligned to meet the Housing Ombudsman's Complaint Handling Code. The associated Complaints Procedure provides a detailed guidance for staff to follow.

We aim to handle complaints fairly, as a priority concern and with a strong focus on the customer. To support this we hold briefings, carry out training and coach our employees on customer service and complaint management to promote a positive complaint handling culture which seeks to learn from mistakes and continuously improve our services.

## ACCESS TO THIS SERVICE

This Complaints Policy is applicable for tenants, residents, our suppliers, stakeholders, and the general public.

We want to make it as easy as possible for customers and ensure they are fully supported when making a complaint. We understand that they may wish to make a complaint in a way which suits their needs.

We will therefore take complaints in a variety of ways which are led by the customer's choice. Complaints can be made in person, over the phone, by text, in writing, by e-mail, by website feedback and by other customer feedback mechanisms (customer satisfaction forms, customer events, resident groups etc). Any complaints received via Social media will be responded to outside of the social media platform to ensure confidentiality.

Complaints can be made either by the customer or by someone acting on their behalf such as a relative, friend, Councillor, Member of Parliament, or a member of staff from another agency, (statutory or voluntary). In situations where complaints are made on behalf of another person, we will ask for consent to allow us to discuss the matter with a third party.

We will manage the complaint process ensuring that we meet the specific needs of our customers. And where appropriate we will make reasonable adjustments and/or appoint a case manager to be a single point of contact throughout the investigation.

We will do our best to work empathetically with customers, carry out thorough and impartial complaint investigations which seek to find resolutions to the issues raised. We will make clear if a customer has exhausted our complaints policy and support the escalation of their complaint to the Housing Ombudsman at the earliest opportunity where this becomes evident.

## WHAT IS A COMPLAINT?

Our definition of a complaint, in line with that used by the Housing Ombudsman, is:

An expression of dissatisfaction, however made, about Gloucester City Homes or a member of staff's, or a partner's:

- action, or
- lack of action, or
- standard of a service

which affects an individual resident or a group of residents.

Expressions of dissatisfaction can be dealt with outside of the formal complaints process where requested by or agreed with the customer. For example where an issue can be resolved immediately and the customer does not want to pursue the matter formally.

Expressions of dissatisfaction will still be formally recorded and tracked to ensure that the organisation can learn from the feedback received.

## WHEN ISN'T IT A COMPLAINT? (EXCLUSIONS)

- Requests for service. These are delivered by our specialist frontline service teams.
- Disrepair claims. These are managed by our Property Services team.
- Reports of anti-social behaviour (ASB). These are handled by our ASB team.
- Request for information under GDPR such as a Subject Access Request or a suspected data breach. These are managed by our Data Protection Officer in line with the Data Protection Act 2018. Dissatisfaction with the handling of these specific requests by our Data Protection Officer can be escalated to the Information Commissioner's Office.
- Where legal proceedings have commenced and continuing would not be appropriate.
- Claims made against GCH's business insurance cover.
- Safeguarding Referrals.
- Where the Unacceptable Behaviour Policy has been applied

Complaints covered by the above exclusions will not be dealt with in accordance with this Complaints Policy, but through other more relevant procedures, which will better serve the resolution of the issue raised. Customers will be supported to ensure issues raised are appropriately directed.

## HOW OUR COMPLAINTS PROCESS WORKS

We have a two stage complaints process which is detailed below, although we aim to resolve all complaints where possible at the first point of contact.

We aim to resolve all complaints within the Housing Ombudsman's Complaint Handling Code's timescales. If this is not possible (by rare exception only), we will communicate a realistic timescale and explain the reasons why this has not been possible.

### STAGE 1

The majority of our complaints are resolved at Stage One. We train and empower our Stage One Complaint Managers to make decisions to put things right for our customers, pay compensation where appropriate and uphold the customer's right to a fair process.

Once you tell us you wish to make a formal complaint we will:

- Acknowledge your complaint within 5 working days with a reference number and contact details of the person who will deal with the complaint and signpost you to this policy.
- Register your complaint and pass it to a Complaint Manager with the right skills and experience who will;
  - Contact you to discuss the complaint in full, check the scope of the complaint, the details of the situation and give you fair opportunity to set out your position and establish what resolution you are seeking.
  - Check if any reasonable adjustments are required to support you during the complaint process.
  - Agree contact during the investigation and reconfirm the expected response timescale or agree a reasonable extension of up to a maximum of 10 days, should your complaint be more difficult to investigate, require actions or external partners to support the investigation.
  - Keep you informed of progress.
  - Conduct an unbiased, empathetic, and thorough investigation of the complaint and give you an opportunity to comment on any adverse findings before any decision is made.
  - Inform you of their decision and confirm this in writing within 10 working days of the complaint being received.
  - Where future work is required to resolve a complaint, an agreed schedule will be provided so you can monitor completion. This will clearly identify when you should expect action to take place. Completion of this work will be monitored and followed up by the Stage One Complaint Manager.
  - Advise how to escalate your complaint if you're still not satisfied.

## STAGE 2

### What happens if you're still not satisfied?

Once you have received our response letter if you remain dissatisfied please:

- Advise us that you wish to escalate your complaint.
- Let us know why you feel the matter has not been resolved.

Once we have received your request for escalation, we will:

- Acknowledge your complaint escalation within 2 working days
- Escalate the complaint to an appropriate Senior Manager who will lead a thorough and independent review of the stage 1 findings where appropriate through drawing on a review panel.
- The Stage Two Review Manager will;
  - Contact you to discuss the complaint in full and check the reasons for the complaint escalation and give you a fair opportunity to set out your position and establish the resolution you are seeking.
  - Check if any reasonable adjustments are required to support you during the complaint process
  - Ask if you would like an independent Tenant representative (either from the Tenant Panel or a Tenant Board member) to support the review of your case at a review panel or we will provide you with direct access to a member of the above to support your complaint discussions.
  - Agree contact to keep you informed during the review and reconfirm the review timescale or agree a reasonable extension of up to a maximum of 10 days should this support the review's thoroughness.
  - Lead an unbiased, empathetic and thorough review of the complaint drawing in the expertise of other senior colleagues and/or Tenant representatives (where consent has been provided) and give you an opportunity to comment on any adverse findings before any decision is made.
  - Inform you of their findings and confirm this in writing within 20 working days of the Stage Two complaint being received.
  - Where future work is required provide an agreed schedule so you can monitor completion. This will clearly identify when you should expect action to take place. Completion of this work will be monitored and followed up by the Stage Two Review Manager.
  - Provide advice and support on how to escalate your complaint to the Housing Ombudsman if you are still not satisfied.

In some cases, the Stage Two Review Manager may feel it is appropriate to allow your complaint to be referred to the Housing Ombudsman for review before the end of the Stage Two review process. For example, they may feel that your complaint has already exhausted the complaints procedure. This action would only be taken where it is felt it is not in the customer's interests to go through a further stage of the GCH complaints process and that continuing would result in the same outcome and an unnecessary delay in the customer's ability to access the Housing Ombudsman's mediation service.

Once a Stage Two review has been completed, if you are still not happy with how we have dealt with your complaint you can refer your complaint to the Housing Ombudsman **eight (8) weeks** after receiving our final response. If you do not wish to wait eight weeks you can request to have your complaint reviewed by a Designated Person.

Information regarding Designated Persons is below.

### **Designated Persons**

From April 2013 tenants of housing associations, (local authorities, and ALMOs) in England can ask for their complaints to be considered by a 'Designated Person' when their landlord's internal complaints procedure is finished. The Designated Person can be a local Councillor, MP or a recognised tenant panel. This is called a 'democratic filter'.

Designated Persons were introduced by the Government to improve the chances of complaints about housing being resolved locally. The idea behind 'localism' is that local people know best how to decide on local issues. The introduction of Designated Persons is intended to involve local politicians and local people in resolving local housing issues.

The only legally defined powers of Designated Persons are to refer complaints from social housing tenants to the Housing Ombudsman.

A Designated Person has no legal authority over a landlord's policy or procedure. This means that complaints that have been dealt with through both stages of our complaints procedure may be referred to them by the complainant if they feel that their complaint has not been resolved.

The Designated Person will help resolve the complaint in one of two ways; they can try and resolve the complaint themselves or they can refer the complaint straight to the Ombudsman.

The Designated Person may help resolve the complaint through mediation, refer the complaint to the Housing Ombudsman or decline doing either.

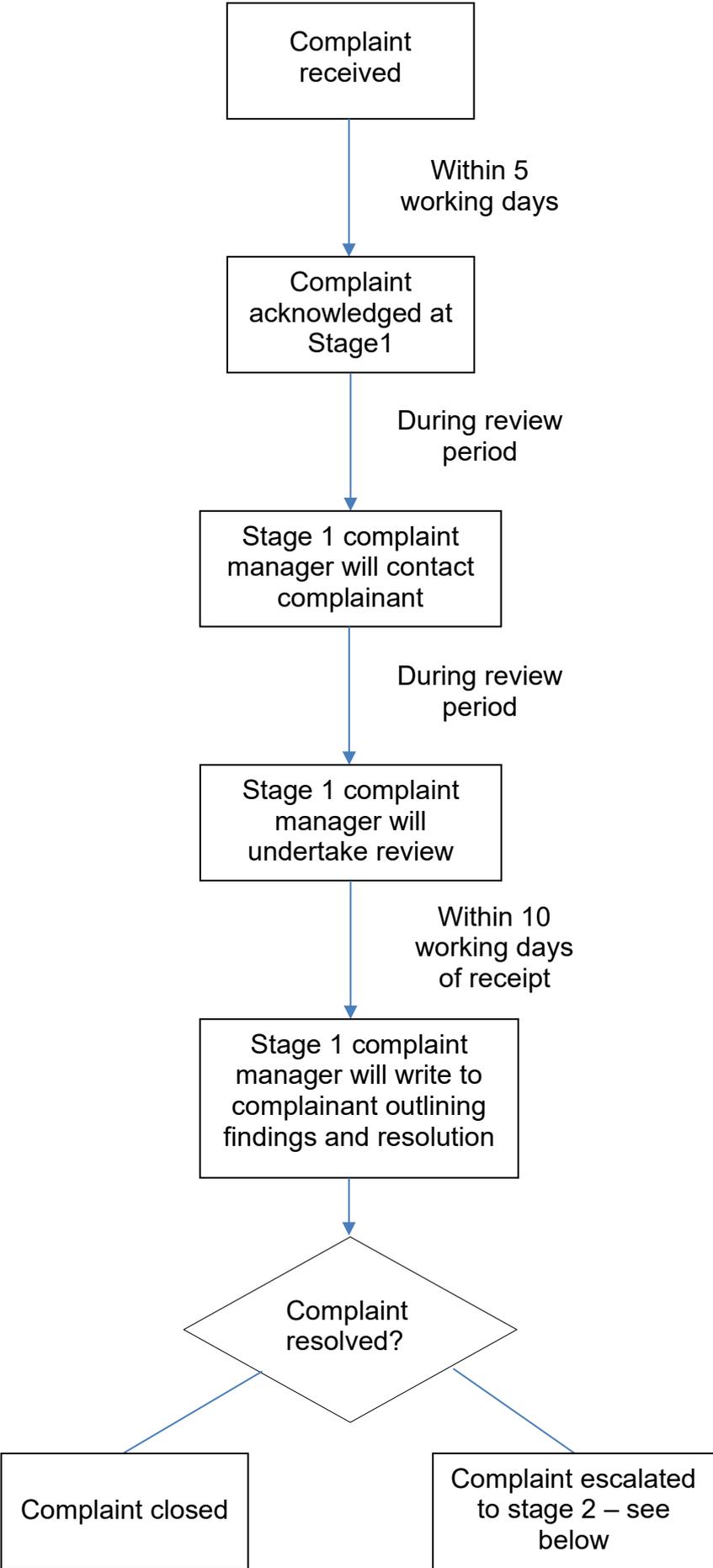
The Ombudsman will carry out a full confidential investigation asking us to provide information to help make their decision. At the end of the investigation, they will write to you and to us, to set out their decision and explain how they arrived at it. They will then recommend how the problem should be solved.

The contact details are:

Housing Ombudsman Service,  
PO Box 152  
Liverpool  
L33 7WQ  
Telephone: 0300 111 3000.  
Fax 020 7831 1942  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Website:  
<http://www.housing-ombudsman.org.uk>

APPENDIX A – Complaints Process

Stage 1



APPENDIX A – Complaints Process

Stage 2

