

Complaints Service Standards



We are committed to providing a high-quality service to our customers and aim to resolve complaints in a fair and timely manner the first time you contact us about it.

We recognise that we do not always get things right and it's important that we use your complaints, comments, and compliments to improve and strengthen our relationships with our tenants and leaseholders.

We will respond to all complaints effectively and fairly and support a positive complaint handling culture.

We will:

- Use complaints as an opportunity to learn, as an early warning that processes may not be fit for purpose and to identify areas for improvement.
- Ensure our complaints policy is clear, simple, and accessible and meets the Housing Ombudsman Complaint Handling Code.
- Provide a number of ways that you can make a complaint either online, via telephone, via email, in writing or in person.
- Ensure that you are aware you can escalate complaints to the Housing Ombudsman Service should you be unhappy with our response.
- Involve you in the investigation throughout, ensuring we have the complaint in full, agreeing action plans and timescales with you.
- Aim to put things right as soon as possible when things go wrong.
- Acknowledge formal complaints within 5 working days and aim to respond within 10 working days or agree an extension to this timescale with you explaining the reason for the extension.
- Carry out customer satisfaction surveys to help find out what you think of the way your complaints were handled and how we can improve them.
- Publish the number of formal complaints we have received and any learning from complaints.
- Involve our Tenants Panel in reviewing upheld complaints to ensure we have not missed any opportunities for learning.
- Annually self-assess our policy and process against the Housing Ombudsman Complaint Handling Code

How can you be sure we are meeting these standards?

We will:

- Use our in-house management performance systems to ensure we are meeting timescales.
- Report annually on our performance to Council Members and Tenants Panel.
- Provide annual updates in our Annual Report.
- Involve our Tenants Panel in writing and reviewing our policies and standards.
- Provide feedback from annual satisfaction surveys to the Regulator of Social Housing through Tenant Satisfaction Measure surveys.

