

COMPLAINTS POLICY & PROCEDURE

(3)

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1 Introduction

1.1 To ensure accountability and transparency, CHAS has developed clear procedure for processing complaints and appeals made by residents. This policy will be reviewed yearly to assure the Board of its effectiveness.

2 Receiving complaints

2.1 A person can make a complaint:

- Verbally
- By phone
- In writing
- By submitting a complaint form (all complaints should be recorded on a complaint form)

3 How does our complaints procedure work?

3.1 **Stage 1:** The first line of communication is between the individual and CHAS. When a complaint is received, particularly by telephone, the person receiving the complaint is responsible for ensuring that it is logged with the Administrator and thus actioned through the Complaints procedure. If the complaint can be resolved immediately then this should be done and noted. If it is not resolvable by the person receiving the complaint information in writing (by email) will be provided to the Administrator so he/she might take the appropriate action to the satisfaction of the individual complainant. This should be achievable for routine complaints about repairs / rent etc. The individual should be asked whether he/she is satisfied with the response and this should be noted and filed.

3.2 **Stage 2:** If the complaint cannot be resolved immediately, the individual should receive an acknowledgement of their complaint within 10 working days; and they should be advised that they can expect a full response in a reasonable timeframe (e.g. within 20 working days) and the name of the person they can contact about the complaint.

3.3 **Stage 3:** If the complaint has not been resolved to the individual's satisfaction, a further investigation into the complaint should be undertaken and they should receive a written response from an authorised person in CHAS. Information about complaints should be collated from the complaint forms and reported to the Board.

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- 3.4 Stage 4: If the complaint is still not resolved to the complainant's satisfaction, they will be informed that they may take their complaint to the Residential Tenancy Board for a final adjudication on the matter.

4 CHAS's policy for dealing with complaints

- 4.1 Try to resolve complaints at the earliest stage.
- 4.2 Ensure the individual is kept informed of progress and has a point of contact with whom they can liaise in relation to their complaint.
- 4.3 Ensure staff / Board Members adopt a complaints procedure and are fully briefed on this.
- 4.4 Ensure people from more vulnerable groups (e.g. people with dementia or people from minority groups) receive appropriate support to complain with someone to advocate on their behalf.

5 Dealing with a complaint from a third party

- 5.1 CHAS will address the issue raised with the person on whose behalf the complaint is made. If it is held to be a complaint by the tenant then the complaint will be logged and dealt with within this policy procedure.

Associated KPI

- All complaints to be logged by Tenant Liaison Officer, but can be communicated to any staff member.
- Acknowledgment if not resolved quickly...10 working days from date of written or oral complaint.
- Target to conclude matters arising...20 working days.
- Monthly reports on numbers and status of complaint to Board Meetings.
- Sign off when finalised by Tenant Liaison Officer and countersigned by Administrator